



FAQs

GLOBAL



Frequently Asked Questions

Below, we have answered some of the key questions you may have about accessing and using the Sokin app. We hope we've covered it all, however, if you require further assistance, please contact us at help@sokin.com and a member of our Customer Support team will be in touch.

1. How do I register for the Sokin app?

Once you've downloaded the Sokin app, you need to register your mobile number and email address with us.

Please make sure the mobile number and email address you enter are valid, activated and not already registered with us.

2. Where can I review Sokin's Terms and Conditions?

You can review Sokin's Terms and Conditions on the Sokin app.

3. Where can I review Sokin's privacy policy?

You can review Sokin's privacy policy on the Sokin app.

4. I did not receive my one-time passcode (OTP) on my mobile or email, what should I do?

If you did not receive a one-time passcode (OTP), or the OTP you received has expired, you can request a new one by selecting the "Resend OTP" button on the app.

Please note that once you request a new OTP, you will have to wait 1 minute before you can request another one.

5. I am having issues with the Sokin mobile app, what should I do?

Should you experience a problem not listed here, please contact our Customer Support team at help@sokin.com for assistance.

Please ensure you include your Sokin ID, registered phone number, registered email address and a summary of the issue in your email.

6. What features of the Sokin app are available in my region?

In your region, you can:

- a. Link your local bank accounts with the Sokin app
- b. Receive money into your local bank account from Sokin account holders around the world
- c. View a detailed log of all your incoming transactions

Unfortunately, you cannot: hold a multi-currency wallet, send money to other Sokin account holders or request a physical card.

We are working hard to grow our service and will let you know once these features are available in your region. Please check our website for regular product launch updates.



7. Who can I receive money from?

You can receive money into your local bank account from anyone using a Sokin account, anywhere in the world. Make sure the sender has your registered mobile number so they can add you as a beneficiary to their account.

8. How can I receive money via Sokin into my bank account?

Once you register with Sokin, you need to link your local bank account to your Sokin account and share your registered mobile number with the sender.

Sokin account holders will need to use your registered mobile number if they wish to add you as a beneficiary. Once set-up, they can send money directly to your local bank account.

9. How can I link my bank account to the Sokin app?

Select 'Own account linking' in the menu on the homepage of the app and enter your account's currency, account number and title. You can link up to 3 bank accounts.

10. How can I edit my account details once I have linked my bank account to the Sokin app?

To edit your account details, you will have to delink your account from the Sokin app and link the same account again.

11. How can I delink my bank account to the Sokin app?

You can delink any bank account by clicking on the delink button under the account details sub-menu.

You can link the same account again if you wish, even after you successfully delink it.

12. How long does a transfer from a Sokin account holder to my local bank account take?

Global transfers sent to your local bank account can take 3-5 working days.

13. I have not received an expected transfer into my bank account, what should I do?

International bank transfers can take up to 3-5 working days.

If after 5 working days you still have not received your transfer, contact our Customer Support team at help@sokin.com for assistance.

14. How can I update my password?

You can update your password in the Sokin app. Simply enter your old password, your new password, and the one-time passcode sent to your registered mobile and email address.

We will send you a confirmation when your password has successfully been updated.



15. What can I do if I have forgotten my password?

You can retrieve your password via the Sokin app. Simply click on the 'Forgot password?' option on the login screen and enter your registered mobile number and email address.

Enter the one-time passcode sent to your registered mobile number. Once the code has been verified, you will be able to reset your password.

16. How can I close my Sokin account?

Should you wish to close your Sokin account, please contact our Customer Support team at help@sokin.com for assistance.



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