



futiur

PAYMENT SERVICE PROCESS

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FUTIUR PAYMENTS LTD (“Futiur”) is a company incorporated in British Columbia, Canada, with registration number BC1450807. The company’s registered address is Office 241, 970 Burrard Street, Vancouver, British Columbia, V6Z 2R4, Canada.

Futiur is duly registered as a Money Services Business (MSB) under the Financial Transactions and Reports Analysis Centre of Canada (FINTRAC), with MSB registration number M24321081, and is authorized to provide payment services in accordance with FINTRAC regulations.

Payment Services

- Our payment accounts allow clients to deposit, hold, and transfer funds. Accounts are designed to support various business and individual needs, such as payroll, remittances, and vendor payments. Key features include:
 - Multi-Currency Support: Clients can hold and transact in multiple currencies.
 - Access and User Management: Accounts can be accessed via our online portal or mobile app, which offer secure authentication and user management features.
- Our EFT services facilitate the secure transfer of funds between accounts, either within our system or through external financial networks. We support:
 - Domestic and International Transfers: Transfers can be made to both local and international recipients, allowing clients to remit payments to global vendors and partners.
 - Push and Pull Payments: Clients can initiate outgoing (push) payments, and authorized partners may initiate incoming (pull) payments with client consent.
 - Payment Methods: Payments can be executed via Automated Clearing House (ACH), wire transfer, and other network-supported methods.

Customer Onboarding

- Account Setup: Clients interested in integrating Futur's payment service complete a registration process to establish a payment and merchant accounts. This involves verification of business credentials, compliance checks, and agreement to Futur's terms and conditions.
- Integration Options: Futur provides multiple integration methods, including an API for online transactions, and down the line, QR code payment solutions for quick and contactless payments.

Transaction Processing

- Online Payments: For e-commerce transactions, Futur's API integrates with the retailer's website or app to enable a seamless checkout experience, supporting secure data encryption and tokenization for fraud prevention.
- Authorization and Verification: Transactions pass through a verification layer to ensure compliance with AML and CTF regulations. Once verified, the transaction is authorized, and funds are temporarily held pending settlement.

Settlement and Disbursement

- **Daily Settlement Process:** Futur aggregates the day's transactions and process settlements to merchant accounts, ensuring timely and accurate fund disbursement.
- **Currency Support:** Futur offers multi-currency support, allowing for local currency settlement in international transactions, which is beneficial for cross-border retail businesses.
- **Reporting and Reconciliation:** Retailers have access to daily and monthly reports on transactions, including detailed records of sales, refunds, and settlements.

Fraud Prevention and Risk Management

- **Real-time Monitoring:** Futur implements advanced fraud detection mechanisms that monitor transactions in real-time, identifying and blocking suspicious activity. Machine learning algorithms assess risk patterns to reduce fraud.
- **Chargeback Management:** In the case of chargebacks, Futur supports merchants by providing transaction details and assisting in the dispute resolution process.



Customer Support and Compliance

- **24/7 Support:** Futur offers 24/7 customer support to handle inquiries from both merchants and customers regarding payments, refunds, and chargebacks.
- **Compliance Adherence:** Futur adheres to regulatory requirements such as PCI-DSS, AML, and CTF to ensure data security and integrity, performing periodic audits and compliance checks to remain current with regulations.

Analytics and Reporting Tools

- **Dashboard Access:** Merchants access a secure online dashboard that provides insights into sales trends, transaction volume, and customer behavior.
- **Data Export and Analysis:** Data from Futur's platform are available for export to facilitate deeper analysis, enabling businesses to refine their sales strategies and improve customer service.

This forward-looking approach ensures that Futur's payment services are secure, compliant, and efficient, positioning retailers to enhance the customer experience and drive business growth.

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This document is provided for informational purposes only and reflects the policies of Futur Payments Ltd. as of July 2025. Content is subject to change without notice.



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