

dtcpay Wallet Account User Guide



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1. Introduction

This guide shows you, as a user of the DTC Pay platform, how to access and utilise our products and services.

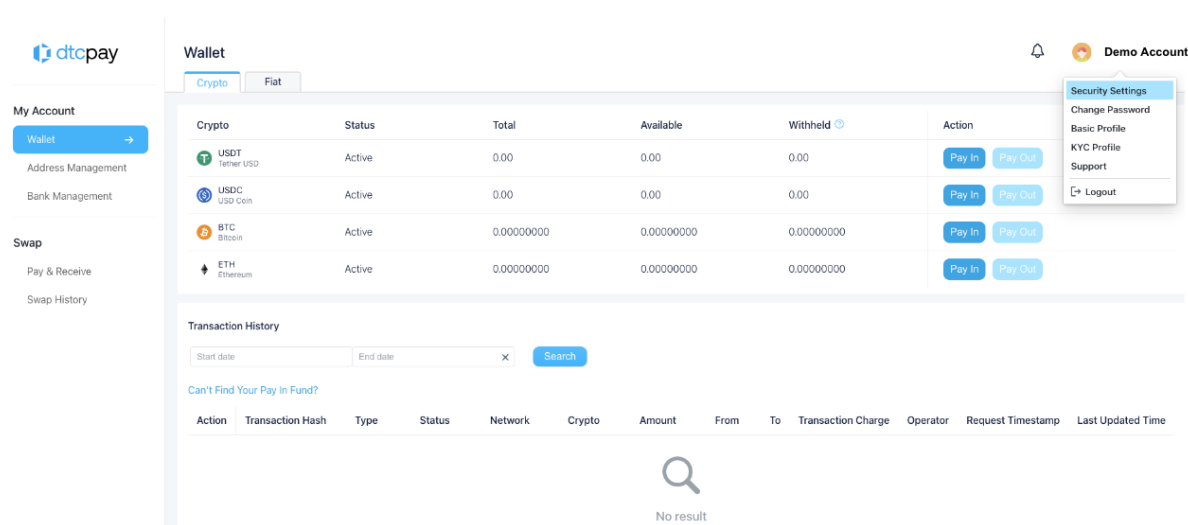
In order to log into your account, visit <https://wallet.dtcpayment.com> (“Portal”). Google chrome browser is recommended.

You should have received your account login details in an email from DTC. If you have not received the login details, please contact us via email at support@dtcpay.com.

2. Secure Your Account

When you log in for the first time, you will be asked to set up 2 factor authentication (“2FA”) via email.

It is important that you change your password upon first login and proceed to enable other methods of 2FA under “Security Settings”.



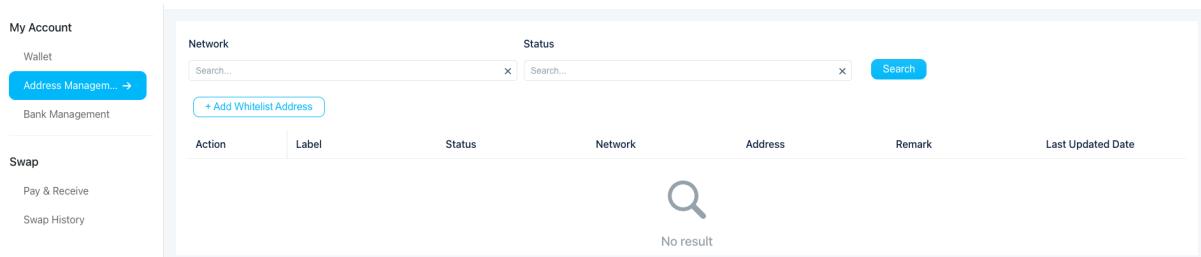
Note: 2FA is two-factor authentication. It is a security feature that gives users an extra form of password. When using 2FA, users enter their normal password and a second code which can be sent to a mobile device by SMS or created by the Google Authenticator app. Please note that China mobile numbers are not accepted.

After you have set up the 2FA, you will be ready to fund your account.

3. How to Whitelist Wallet Address

As at 1 Feb 2023, DTC only supports deposit of crypto from client’s own unhosted wallet. DTC does not accept deposit from hosted wallet such as centralised crypto exchange.

To whitelist a wallet address, go to “Address Management” > “Add Whitelist Address”.



Fill in the wallet address and select the token type then click “Submit”.

Add Whitelist Address



Address *

Network

Crypto Name *

Label

I understand and confirm the following to DTC:

- The wallet to be whitelisted is an **unhosted wallet**, which I have **direct and sole** ownership and control of the private key. The wallet to be whitelisted is **not** on any third party's behalf, **not** an exchange/ custodial wallet or any other wallet address where the private key is under third party's control.
- Any transfer to/from wallet addresses that are **not whitelisted** will be blocked by DTC and assets could be frozen. Any requests to unblock or refund cryptocurrencies shall be processed at DTC's absolute discretion, with an upfront processing fee of **USDT 150**. DTC's decision is final.

As required and informed by DTC, I might be asked to deposit a small amount of cryptocurrencies as specified by DTC within a timeframe, from my **unhosted wallet** to demonstrate control over it.

Submit

4. How to Fund Your Account

Fund your account with either method below:

1. Deposit fiat through telegraphic transfer from your bank.
2. Deposit crypto by sending crypto to your DTC wallet.

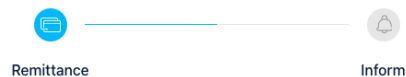
4.1 How to Deposit Fiat

To view DTC's bank account information, go to "Wallet > Fiat". Under the currency that you want to deposit, click "Pay In".

Currency	Status	Total	Available	Withheld	Action
USD United States dollar	Active	0.00	0.00	0.00	Pay In Pay Out
SGD Singapore dollar	Active	0.00	0.00	0.00	Pay In Pay Out
GBP Pound sterling	Active	0.00	0.00	0.00	Pay In Pay Out
EUR Euro	Active	0.00	0.00	0.00	Pay In Pay Out
HKD Hong Kong dollar	Active	0.00	0.00	0.00	Pay In Pay Out

Select the bank account you will be transferring funds from. Follow the instructions for the wire transfer and inform DTC once you have performed the fund transfer.

Fiat Pay In



USD Recipient Details

Recipient Name: Digital Treasures Center Pte Ltd

Beneficiary Account: 64080069846



Beneficiary Bank Name: MAYBANK SINGAPORE LIMITED

Beneficiary Bank Country: SGP - Singapore

Beneficiary Bank Swift Code: MBBESGS2XXX (When filling the SWIFT code in some bank interfaces, only 8 digits can be filled in, and the last 3 digits can be removed XXX)

Reference: 1674030210292 (Please input as remittance description/reference, for faster reconciliation purpose)

[Funds Remitted, Inform DTC to Check](#)


 ————— 
Remittance **Inform**

Inform DTC to Collect Funds
Please use your own bank account while making a deposit. After you have completed the bank transfer, please inform DTC by filling in the following fields.

Remittance Amount *

Remittance Confirmation Number

Transfer Receipt/Proof
The picture should contain the detailed information of your transfer record, such as the remitter's name and account number, beneficiary account number, the date of the transfer, etc. (Up to 6 pictures or PDF files can be uploaded, each file can't exceed 5M).

 Click or Drag to upload (Up to 6 pics or files)





Submit Pay In NotificationPrevious

Note:

- The turnaround time for the funds to be reflected in your DTC account will be within 1 business day of funds hitting DTC bank account.
- No third-party deposit will be accepted. The name of the bank account holder used to do the funds transfer must match the registration of the account. Do not transfer funds unless your account has been approved. After your account has been approved, you will receive an email from us confirming so, or you may check with the DTC team.

4.2 How to Deposit Crypto

To view your crypto deposit address, go to “Wallet > Crypto”. Under the crypto that you want to deposit, click “Pay In”.

Crypto	Status	Total	Available	Withheld ?	Action
 USDT Tether USD	Active	0.00	0.00	0.00	<button>Pay In</button> <button>Pay Out</button>
 USDC USD Coin	Active	0.00	0.00	0.00	<button>Pay In</button> <button>Pay Out</button>
 BTC Bitcoin	Active	0.00000000	0.00000000	0.00000000	<button>Pay In</button> <button>Pay Out</button>
 ETH Ethereum	Active	0.00000000	0.00000000	0.00000000	<button>Pay In</button> <button>Pay Out</button>

Select the network and scan the QR code or copy and paste the wallet address into the platform you're withdrawing from to deposit the crypto into your DTC wallet.

Crypto Pay In ×

Network *

Tron ×



TMrZsbSjowyU93f5nhdcknevgSjMgxKA1 

Note: Only send from the whitelisted unhosted wallet. If not followed, admin fees may apply.


If the transaction is successful, the deposit should be reflected under your transaction history and balance.


In the event where your deposit did not arrive, enter the transaction hash and click “Verify” for the wallet to scan and update a deposit. If this does not work, please contact support@dtcpay.com.

Crypto Pay In ×

Network *

Ethereum ×



0x0b451A0BE41c0DE0638eD87951BC0A1c1661F90d 

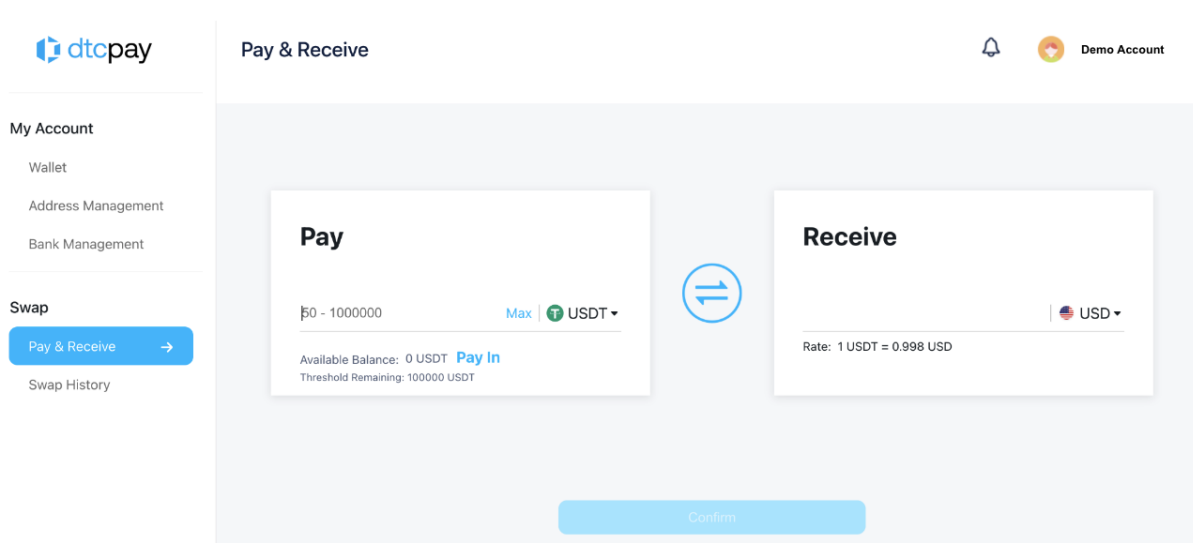
Note: Only send from the whitelisted unhosted wallet. If not followed, admin fees may apply.

Note:

- Care should be taken when transferring your crypto as selecting the wrong protocol and/or address may result in you losing your crypto.
- It takes a little while for your request to be confirmed due to traffic on the blockchain. You can check your transaction history to monitor your deposits.

5. How to Trade

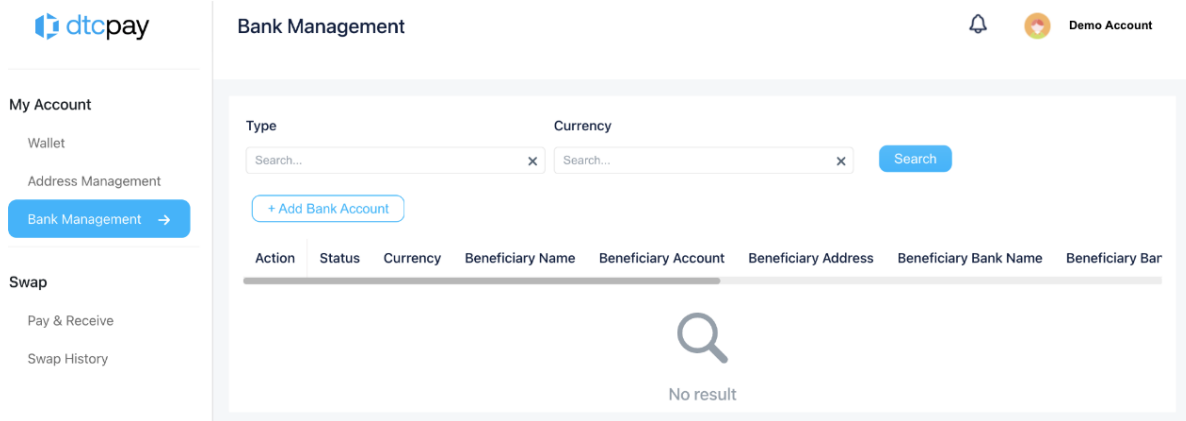
To trade after depositing funds, click on “Pay & Receive”.



Select the token type to Pay and to Receive. Enter the amount, press “Get Rate” to view the rate. If the rate is acceptable, click “Confirm” to execute the trade.

6. How to Add Bank Account

You can add a bank account under the “Bank Management” > “Add Bank Account”.



To withdraw to own bank account, select “Myself”. Fill in the details of your same name bank account and click “Submit”.

The screenshot shows the 'Add Bank Account' form with the 'Myself' tab selected. The form includes the following fields: Beneficiary Bank Country (with a search dropdown), Beneficiary Name (with a search dropdown), Beneficiary Bank Name (with a search dropdown and a 'Search List' link), Beneficiary Bank Swift Code, Beneficiary Bank Address, Beneficiary Account Number, Beneficiary Address, Beneficiary Bank City, Currency (with a search dropdown), Reference (a text area), and Is Intermediary Required (with a search dropdown). A blue 'Submit' button is located at the bottom center of the form.

To withdraw to other bank account (i.e. make payment to others), select “Others”. Fill in the details of your same name bank account and click “Submit”.

Add Bank Account ×

Myself Others

Beneficiary Bank Country *
 ×

Beneficiary Name *

Beneficiary Bank Name * [Search List](#) **Beneficiary Bank Swift Code *** **Beneficiary Bank Address *** **Beneficiary Account Number ***

Beneficiary Address * **Beneficiary Bank City**

Currency *
 ×

Reference

Is Intermediary Required *
 ×

7. How to Withdraw Funds

7.1 How to Withdraw Crypto

To withdraw the funds, go to “Wallet > Crypto”. Under the crypto that you want to withdraw, click “Pay Out”.

Enter the amount and select from the whitelisted address to withdraw funds.

Crypto Pay Out ×

Amount *

Max
Available: 4044.49 USDT

Network *

×

Whitelist Address *

×

Receive : 0 USDT
Network fee : 0 USDT

If you have yet to whitelist the withdrawal recipient address, please refer to the “How to Whitelist Wallet Address” section.

7.2 How to Withdraw Fiat

To withdraw the funds, go to “Wallet > Fiat”. Under the currency that you want to withdraw, click “Pay Out”.

Enter the amount and select from the bank account to withdraw funds.

Fiat Pay Out ✕

Our pay out will be processed within 1 - 3 business days.

From *

Currency: USD, Balance: 15608.0328491 ✕

Pay To *

Beneficiary Name: Lee Jack success Currency: USD Beneficiary A ✕

"DTC" as sender

Pay Out Amount (USD): 301.1
Available (USD): 15608.0328491

Pay Out Fee (USD): 1.1

Receive Amount (USD) *

300

Reference * **Purpose Of Transfer ***

TN012345678 Gift

If you have yet to add your bank account details, please refer to the “How to add Bank Account” section.