

# **Savvy Wallet FAQ's**

## **Getting Started with Savvy Wallet**

Download the Savvy Wallet app on Apple App store or Google Play.

- Login using your email associated with your Savvy Wallet account.

## **How can I contact Savvy Wallet?**

You can email us at [support@savvywallet.io](mailto:support@savvywallet.io)

- Login to the card portal
- Click the Contact tab on the left side
- Input message and click send

## **2-Factor Authentication (2FA) Troubleshooting**

Savvy offers 2FA as an added security layer in addition to your username and password. With 2FA enabled on your account, you'll need to provide a unique verification code sent to your email or enable 3<sup>rd</sup> Party Authorization such as Google authenticator or order 3<sup>rd</sup> party program.

If you're having trouble completing 2-Factor authentication to sign in to your account, make sure your mobile device software and Savvy Wallet app are up to date. If you're using a browser to sign in, make sure you're using the latest version of that browser. Clearing your cache and restarting your browser can also help.

## **What if I forgot my password?**

If you forgot your password, please follow these steps to reset it:

- Go to the card portal login page
- Click the "Forgot my password" button
- Enter your email address associated with your Savvy Wallet account
- Click the Send Code Button

## **How do I change my password?**

- Login to the card portal
- Click on the Profile button under your name in the upper left corner.
- Click the Security tab on the left side
- Click the Change Password
- Input your current password • Click the Continue Button
- You will be sent a 2FA code
- Input the Authenticator code
- Input a new password
- Confirm the new password
- Click the continue button
- Your password will be updated

### **How do I update my account information?**

Login to the card portal

- Click on the Profile button under your name in the upper left corner.
- Click the Profile tab on the left side
- Here you can change:
  - Email
  - Phone number
  - Address
  - Profile Picture

### **If I no longer wish to have an Account, how do I permanently delete my account?**

Login to the card portal

- Click on the Profile button under your name in the upper left corner.
- Click the Security tab on the left side
- Click the Delete Account button
- Read the information to verify you still want to delete your account
- Click the Delete my account permanently button

### **Where do I find the User Operations Manual?**

The Operations Manual is instructions on how to use the Savvy card portal and the Savvy Wallet app. There are step by step instructions and screenshots to walk you through each service available in the card portal and Savvy Wallet app.

*To find the Operations Manual Login to the card portal.*

Click the Legal Information tab on the left side.

Under Operations Manual click the View PDF button

### **Where do I find the Savvy Privacy Policy?**

Login the card portal.

- Click the Legal Information tab on the left side.
- Under Privacy Policy click the View PDF button

### **Where do I find the Debit card Terms and Conditions?**

Login the card portal.

- Click the Legal Information tab on the left side.
- Under Visa click the View PDF button

### **How long does it take to complete a Swap (USD–Crypto/Crypto-USD)?**

To complete the entire swap process can take from 24-72 hours.

You will receive a confirmation email once the process has been completed and your funds will be available in your wallet.

**How long does it take to complete a crypto transfer from an External wallet to my Savvy Wallet?**

Times may vary depending on Blockchain validation from 2 minutes to up to 2 hours.

**What happens if I send crypto to the wrong address?**

While Savvy Wallet gives you complete control over your digital assets, this also means that we are not able to recover any funds sent or received to an incorrect address. We strongly suggest that you double check addresses before sending or receiving crypto through your wallet.

**Who is the Card Issuer of the Savvy Debit card?**

Evolve Bank & Trust  
6070 Poplar Ave. #200 Memphis TN 38119 USA  
FDIC Member  
website: <https://www.getevolved.com/>

**How soon will I receive my Debit card once I complete KYC?**

An email will be sent with tracking information once your card has been produced and order has been shipped. Savvy Customer Support has no information regarding the individual card shipping date until this email is sent.

**Are my USD funds FDIC Insured?**

Yes, funds held at Evolve Bank & Trust are FDIC Insured  
FDIC Certification 1299

**Evolve Bank and Trust**

6070 Poplar Ave. #200 Memphis TN 38119 USA  
FDIC Member  
website: <https://www.getevolved.com/>

**Who is the provider for Crypto Swaps?**

Kraken/Payward Ventures Inc - Acct ID AA94-N84G-HX2Z JR71. Kraken is one of the largest and oldest cryptocurrency exchanges. All digital assets held in your Kraken account are custodial accounts held by Payward for your benefit and protection  
Website: <https://www.kraken.com/en-us>

**Who provides the Crypto Currency Custodial Wallet?**

Fireblocks- Bit License 2066055 a licensed and Insured blockchain security service provider for moving, storing, and issuing digital assets.

New York, New York, United States. 251-500. Series E.

Website: [www.fireblocks.com](http://www.fireblocks.com).

**Does Savvy operate as a licensed Money transmitter and pre-paid card access provider?**

Yes, all financial services for Money transfers operate under our affiliate company Batched Merchant Services LLC under MSB Registration 31000208203353