

FAQ

1. Why has Guavapay suspended all services?

Guavapay has suspended services on MyGuava App and MyGuava Business Platform with exception of redemption of funds across our platforms. This is a requirement that we have agreed with the Financial Conduct Authority (FCA).

2. Is this a permanent shutdown?

At this stage, services are temporarily suspended. We are working closely with the FCA and will provide further updates as soon as possible.

3. Are my funds safe?

Yes. Your funds remain fully safeguarded in accordance with FCA requirements. You can withdraw your money at any time.

4. Can I still access my account?

Yes, you can log in and access your account to withdraw, transfer and spend funds until your balance is zero.

5. How will I be updated?

We will communicate updates via:

- Direct email notifications
- Updates on our website and app
- Support channels if you contact us directly

Consumer Customers (MyGuava App)

6. What does this suspension mean for me as an individual customer?

You will not be able to make or receive transactions (such as payments, transfers, or card usage). However, you can still withdraw your funds at any time.

7. How do I withdraw my funds?

You can withdraw directly through your existing Guavapay account. If you face difficulties, please contact our support team for assistance.

8. Do I need to close my account?

No immediate action is required. You can still log in to access your account to withdraw, transfer and spend funds until your balance is zero.

Corporate & Merchant Customers

9. What does this suspension mean for my business account?

Effective immediately, Guavapay is unable to process transactions on merchant POS or e-commerce platforms. This applies to all business, corporate, and consumer accounts.

10. Do I need to find an alternative provider?

Yes. We strongly advise you to immediately switch to another service provider, including another POS and e-commerce provider to avoid disruption to your business operations.

11. Can I still access my business account?

You can still log in to access your account to withdraw, transfer and spend funds until your balance is zero.

12. How do I withdraw company funds?

Funds can be withdrawn directly through your Guavapay account. If you encounter issues, please contact our **dedicated corporate support team**].

13. When will services resume?

At this point, we are unable to provide a definitive timeline. We are working with the FCA and will share updates as soon as they are available via emails and website.

14. Will I lose access to my money if I don't withdraw immediately?

No. Your funds remain safeguarded under FCA regulations while they are held by Guavapay. You can withdraw your balance at any time.

15. How can I contact customer support?

- **Consumers (MyGuava App):** [support@myguava.com]
- **Corporate/Merchant Customers:** [business.support@myguava.com]