

## Using your NETELLER Account

Thanks for your interest in our NETELLER Account!

This guide will help you with the most useful and popular features of the NETELLER Account. We've tried to make this information as universal as possible, but please keep in mind that certain account functions and features will vary depending on your country of residence, currency and other factors. Additional details and support are available on the NETELLER [website](#) and through the NETELLER [support page](#).

## Contents

1.0	Sign up for an account and verify your account.....	3
1.1	Signing up for an account.....	3
1.2	Your Account summary page .....	9
2.0	Deposit money in to your NETELLER Account .....	10
2.1	Deposit using a credit card.....	11
2.2	Validate a credit card .....	14
2.3	Deposit with a stored credit card.....	19
2.4	Remove a stored card.....	22
2.5	Deposit using Quick Bank Transfer .....	24
2.6	Deposit using Local Bank deposit option.....	27
2.7	Deposit using the International Bank Transfer option.....	31
3.0	Verify your Identity.....	34
4.0	Withdraw money from your NETELLER Account.....	45
4.1	Bank Transfer.....	46
4.2	Micro Deposit Verification.....	51
4.3	Cheque Withdrawal .....	53
4.4	Member Wire .....	58
5.0	Money Transfer .....	63
6.0	Net+ Prepaid MasterCard®.....	67
6.1	Net+ Prepaid MasterCard® - plastic.....	67
6.2	Net+ Prepaid MasterCard® activation.....	70
6.3	Net+ Prepaid MasterCard® - virtual .....	73
6.4	Lifetime limit tracker .....	77
7.0	Customer Rewards.....	82
7.1	NETELLER Reward Points .....	82
7.2	Merchant Showcase.....	87
7.3	VIP Program .....	89
7.4	Refer a Friend .....	90
8.0	General Account Information .....	92

## 1.0 Sign up for an account and verify your account

### 1.1 Signing up for an account

The screenshot shows the NETELLER website homepage. At the top, the NETELLER logo is on the left, and navigation links for Personal, Business, Affiliate, English, and Sign in are on the right. A search bar is located below the navigation links. The main banner features the text "Secure online payments" and "Instant deposits, withdrawals & payouts trusted by millions worldwide". A large green 'N' logo is prominently displayed. Below the banner, there are three main sections: "The world's best prepaid cards", "Send money, fast and free", and "Stay safe online". At the bottom, there is a "Loyal members get rewards" section and a "WATCH THE WORLD & WIN" promotion. The footer contains various payment logos (MasterCard, Maestro, VISA, POLi, SOFORT, giro pay, Trustly, Ukash) and legal information.

**1** Join for free or [Learn more](#)

**2** Sign in

**3** SIGN IN & REGISTER NOW!

1. To open a NETELLER Account select “Join for free” or “Sign up”.
2. If you already have a NETELLER Account select “Sign in”.
3. Check this space for current promotions.

**NETELLER**


English Sign In

**Step 1**  
Get started

**Step 2**  
Details

**Step 3**  
Confirmation

### Get started by creating an account



Paying with NETELLER is fast and easy. The first step is signing up for an account, which only takes a couple of minutes, and the second step is depositing money into it. After that you're all set to pay anywhere NETELLER is accepted or send money to your friends and family.

Want to pay at a site where NETELLER isn't available? Not a problem. You can use our free Net+ prepaid cards anywhere MasterCard® is accepted.

Please provide the following details:

**Email address**

1

**Confirm email address**

2  ?

**Country of residence**

3

**Province/Territory**

4

**Desired account currency**

5  ?

6


All fields required

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**NETELLER.com**

Version 4.25.9.292



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ABOUT SSL CERTIFICATES

To create an account, you will need to:

1. Enter your email address.
2. Re-enter your email address (do not copy and paste it).
3. Select the country you live in.
4. Select the region/province/state/county.
5. Choose a currency for your NETELLER Account. To save on foreign exchange fees, choose the currency you use most when transacting online.
6. Click on "Continue" to proceed to the next step.

NETELLER

English Sign In

Step 1

Get started

Step 2

Details

Step 3

Confirmation

Personal details

Please provide the following information:

1

First name

2

Last name

3

Street address

4

City

5

Country of residence

5

Region

6

Postcode

7

Country of primary phone

8

Primary phone number

9

Sex

10

Date of birth

11

Create password

12

Confirm password

13

Choose security question

a

Answer

b

Choose security question

d

Answer

c

Choose security question

e

Answer

f

Choose security question

f

Answer

14

Continue

By clicking "Continue" I accept the NETELLER Terms of Use, the Net+ Terms of Use and the NETELLER Privacy Policy.

All fields required

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VERIFY

Norton SECURED

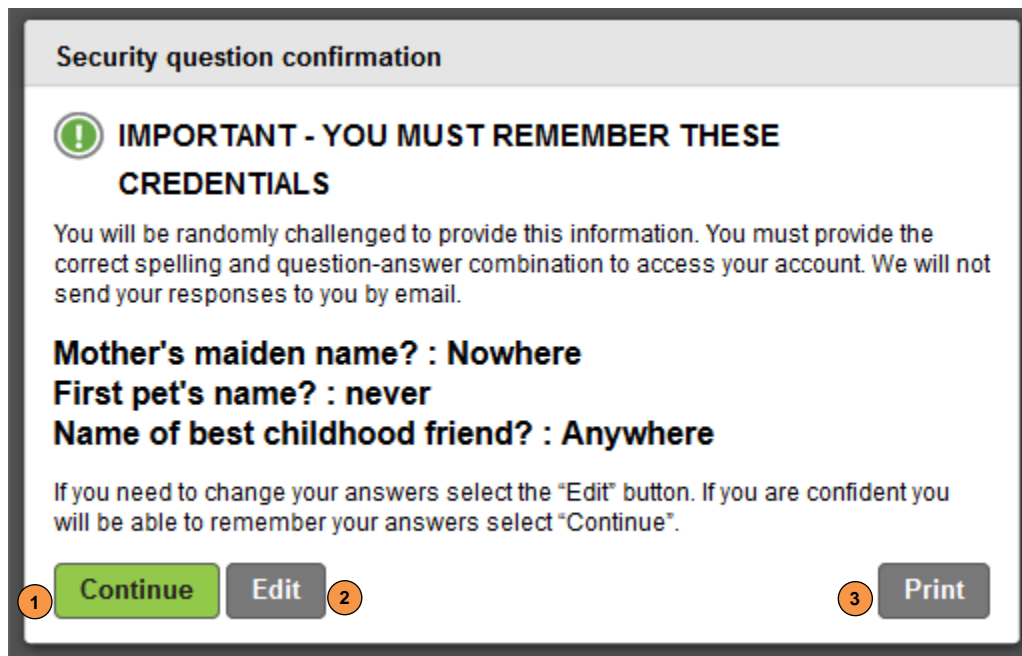
powered by Symantec

ABOUT SSL CERTIFICATES

On this page you will need to provide your personal information. Please enter the following details:

1. Enter your legal first name.
2. Enter your legal last name.
3. Provide your street address. Street address includes the house number and is up to 35 characters. You may add up to 2 lines to provide your full address.
4. Insert your city name.
5. Click on "Edit" to change your country of residence or region.
6. Enter your postcode/postal code/zipcode.

7. Enter the country that your phone number is registered in.
8. Enter your phone number and all digits required for international dialing including the city code and/or area code. You may also provide an alternate phone number. Phone numbers do not have to be from the country of your NETELLER Account.
9. Select your gender from the drop down list.
10. Provide your date of birth by selecting the date, month and year. All NETELLER users must be at least 18 years of age.
11. Create your password. Your password must be between 8 and 32 characters and must have at least one number and one upper case letter. For example:  
Abcd3fgH.
12. Re-enter your password.
13. Select three security questions (a, b, c) and provide the answers (d, e, f).  
Your security answer must be between 2 and 22 characters long, and each answer must be unique. You cannot use the same security question twice.
14. By clicking on "Continue", you accept the NETELLER Terms of Use, the Net+ Terms of Use and the NETELLER Privacy Policy.



**Security question confirmation**

**! IMPORTANT - YOU MUST REMEMBER THESE CREDENTIALS**

You will be randomly challenged to provide this information. You must provide the correct spelling and question-answer combination to access your account. We will not send your responses to you by email.

**Mother's maiden name? : Nowhere**  
**First pet's name? : never**  
**Name of best childhood friend? : Anywhere**

If you need to change your answers select the "Edit" button. If you are confident you will be able to remember your answers select "Continue".

**1 Continue Edit 2 3 Print**

This screen asks you to remember the answers to your security questions. You may need this information to access your account at a later date.

1. Select "Continue" to complete your sign up.
2. Select "Edit" if you would like to edit your security questions or answers.
3. Select "Print" if you would like to print a copy of this screen.

**NETELLER** English Sign in

**Step 1**  
Get started

**Step 2**  
Details

**Step 3**  
Confirmation

**Member Name, your account has been created**  
A confirmation email has been sent to: address@domain.com

**Your NETELLER account credentials**

1 Account ID 6543212345

2 Secure ID 654321

**Record these credentials in a safe place**  
Your account ID can be used to sign into your account.  
Your secure ID is required to complete certain NETELLER transactions.

**What do you want to do now?**

3 Put money into my account

4 View my account

MasterCard Maestro VISA VISA Debit gicash monerenu kash postepay SOFORT OVERSEAS iD POLI CartaSi

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Version 3.8.1.332

1. This is the **Account ID** of your NETELLER Account. You can use this number or your email address to sign in to your account.
2. This is the **Secure ID** number. You will require your unique Secure ID for certain NETELLER transactions at merchant sites and to apply for a Net+ card.

Note: Keep a record of your Account ID and Secure ID in a safe place.

Choose what you want to do next:

3. Put money into your account.
4. View your account.



## 1.2 Your Account summary page

Once you have successfully set up an account, it is time to explore its functions and decide what you want to do next.

**NETELLER.** Account: [Redacted] Unverified Available balance: 2 [Redacted] English Sign out

Welcome: [Redacted]

**Account**

- Money in
- Money out
- Money transfer
- Net+ cards
- History
- Rewards
- Calculator
- Settings
- Support

**Account summary**  
Here is a quick summary of your account details:

**Setup**

Money in	Put money in your account	?	1
Raise your limits	Verify your identity	?	2
Virtual Card	Generate a Net+ virtual card	?	3
Get rewards	Refer a friend	?	4

**Details**

Account ID	[Redacted]	
Secure ID	*****	Retrieve Reset
Account type	Personal	
Account level	[Redacted]	
Last successful sign in	15-05-2014 / 20:30 (UTC)	

**Visit Reward Points Store** 5

**WIN TVs & TABLETS**  
REGISTER NOW

**LAST CHANCE for exclusive offers**  
Get them now

You can do the following:

- Deposit funds through Money in:** In order to transfer funds to merchants or send money to other members, you will first need to put money in to your account. See section 2.0 of this guide for details.
- Raise your limits:** Verify your identity to gain access to full account functionality, like increasing your deposit limits, withdrawing funds from your account, applying for a Net+ card. See section 1.3 of this guide for details.
- Generate a Net+ virtual card:** Use the virtual card online anywhere MasterCard is accepted. See section 5.0 of this guide for more details.
- Get rewards:** Refer your friends to NETELLER and earn cash. See section 6.4 of this guide for more details.
- Keep an eye on this section regularly. We announce promotions and tips here.

## 2.0 Deposit money in to your NETELLER Account

The availability of funding options varies by country.

The screenshot shows the NETELLER user interface. At the top, there's a header with the NETELLER logo, account status (Unverified), available balance (0.00 BGN), language (English), and a sign out button. Below the header is a navigation menu on the left with links: Account, Money in (highlighted with a red circle and '1'), Money out, Money transfer, Net+ cards, History, Rewards, Calculator, Settings, and Support. The main content area is titled 'Deposit to your account' and 'Add some money to get started'. It explains that users need to make sure there's money in their account and provides a list of deposit options with their respective fees:

Method	Fee
CartaSi debit	1.9% fee
Fast Bank Transfer	FREE
VISA DEBIT	1.9% fee
VISA postepay	1.9% fee
VISA ELECTRON postepay	1.9% fee
MasterCard CartaSi	1.9% fee
MasterCard Debit	1.9% fee
Maestro	1.9% fee
CartaSi credit	1.9% fee
QUICK BANK TRANSFER	1.5% fee
UKASH	3% fee
paysafecard	9.9% fee
Neosurf	5% fee
Neteller Prepaid Card	FREE

At the bottom, there's a footer with links (About, Affiliates, Terms of Use, Contact, Visit mobile site), copyright information, and a Norton Secured logo.

1. You can view all available deposit options within your region by selecting the “Money in” link when you sign into your NETELLER Account.

## 2.1 Deposit using a credit card

To initiate a deposit with your credit card, select the “Money in” link and choose the applicable option. We have used a Visa card for this example.

**Deposit to your account**

Please provide the following details:

**VISA**  
Verified by VISA

1 Amount (account currency)

2 Card number

3 Card currency

4 Expiration date

5 Security number

Processing fee: 1.75%

6  1 2 3

You have 10 remaining deposits for today

Deposit limits	Unvalidated card*
Min amount	15.00 GBP
Max per transaction	187.50 GBP


7 \*Validate your card to increase its limits

To complete the deposit, you will need to enter:

2. The amount of money you wish to deposit in to your account.
3. The card number, no spaces.
4. The currency of your card.
5. The card's expiration date (month and year).
6. The security number. This is the set of 3 or 4 digits that are on the back of your card and sometimes referred to as a CVC or CVV code.
7. Click on “Continue” to proceed with the transaction.
8. Click on “Validate your card to increase its limits” option to validate your card.

You will see a table on the upper right side of this screen that shows you how many deposits you have remaining for today, as well as the maximum per transaction. You can increase this card's limits by validating it. Refer to section 2.2 on Validating credit cards.

Deposit to your account



Please confirm the details for this transaction are correct:

1	Amount	100.00 GBP
2	Processing fee	1.75 GBP
3	Card number	
4	Card currency	GBP
5	Card expiry	02 2017
6	Security number	123
7	Total transaction amount	101.75 GBP

8

Confirm

9


Edit

1

2

3

10



Verification by "Verified by VISA" may be required. Repeated declined transactions will disable your account.

On this page, you will be able to confirm the transaction information that you entered:

1. The amount you would like to deposit.
2. View the amount of the processing fee.
3. The credit card number you are using.
4. The currency of the card.
5. The card expiry date.
6. The CVV or CVC number from the back of the card.
7. The total transaction amount.
8. Click on "Confirm" to proceed with the deposit.
9. Click on "Edit" to change the information.

Please note that the effective exchange rate NETELLER applies is the daily interbank market rate (selected from customary industry sources) plus a foreign exchange processing fee. Any charges converted by third parties prior to being submitted to NETELLER have been converted at rates selected by those third parties. Display is limited to 8 digits.

10. When using VISA, "verified by VISA" may be required. Repeated declined transactions will disable your account. When using a MasterCard, a similar security system is used, called "MasterCard Secure Code".

**Deposit to your account** [X]

**Verified by VISA**

**Your transaction was processed successfully.**

**1** This transaction will appear on your statement as "NETELLER.com +14032339466".

**2** Amount **100.00 GBP**  
amount deposited into your NETELLER account

**3** Transaction amount **101.75 GBP**  
amount debited from card includes fees

**Some card issuers may process this transaction as a cash advance and may apply additional fees.**

**Remaining deposit limit for this card: 187.50 GBP**  
Validate your card to increase its limits.

**4** **Validate card** **1** **2** **3**

This page confirms that the transaction was processed successfully.

1. Information on how the transaction will appear on your statement.
2. The amount deposited into your NETELLER Account.
3. The amount debited from your card, including any fees.  
Some card issuers may process this transaction as a cash advance and may apply additional fees. Please keep a record of all transaction information for future reference.
4. Click on "Validate card" to increase its limits now. Once you have clicked the button, you will see the following screen:

**Deposit to your account** [X]

**Increase your limits and improve security!**

We now require that all credit and debit cards be validated.

Currently you can deposit a maximum of 187.50 GBP with an unvalidated card. Validate your card to increase its deposit limits.

Click "Continue" to perform a one-time validation charge on this card. **This is NOT A FEE, and will be credited to your NETELLER account once the charge has been processed.**

**1** **Continue** **2** **Cancel** **1** **2** **3**

1. Click on "Continue" to proceed with your card validation. This is NOT a fee and will be credited to your NETELLER Account once the charge has been processed.
2. If you do not want to validate your card now, click on "Cancel" to exit this page.

## 2.2 Validate a credit card

The screenshot shows the NETELLER user interface. At the top, there's a header with the NETELLER logo, account status (Verified), and available balance (26.37 CAD). Below the header, a sidebar on the left lists various account features: Account, Money in, Money out, Money transfer, Net+ cards, History, Rewards, Calculator, Settings, and Support. The main content area displays account settings, including Member settings, Contact information, Communication preferences, Subscriptions, and Preferred deposit options. A red circle with the number 1 highlights the 'Money in' button in the 'Preferred deposit options' section. The footer contains legal information, a Norton Secured logo, and a link to the mobile site.

With NETELLER you can store up to five credit or debit cards to make depositing easier. To add a stored card, simply:

1. Click on the Money in button and complete a deposit with your preferred card.

**NETELLER** Account Verified Available balance **137.00 USD** English Sign out

Welcome,

Learn more about how to use your account - [Visit the NETELLER blog](#)

- Member settings
- Contact information *Phone numbers, email address and mailing address*
- Communication preferences *Email subscriptions and personal interests*
- Subscriptions *Manage your recurring subscriptions*
- 2 Preferred deposit options**

With NETELLER you can store up to five credit or debit cards to make depositing easier. To add a stored card, simply go to the Money in page and select your preferred card.

Once you have stored 5 cards, you can remove one by simply returning to this page and clicking "Remove" under the appropriate card. If you need to remove a card at any other time, please [contact us](#). Expired cards will be removed automatically.

**Money in**

<b>VISA</b>	<b>Maestro</b>	<b>MasterCard DEBIT</b>	<b>MasterCard</b>	<b>VISA</b>
Currency: USD Expiry: 3/2018 <b>Validate</b> 25.00 USD Remove	Currency: USD Expiry: 1/2017 Validated Remove	Currency: USD Expiry: 1/2016 <b>Validate</b> 225.00 USD Remove	Currency: USD Expiry: 3/2017 Validated Remove	Currency: USD Expiry: 2/2016 Validated Remove

**3**

**Security settings** *Your password*

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Once you have completed a successful deposit with a credit or debit card, the card will automatically be added to your preferred deposit options.

To validate a card and receive higher transaction limits:

1. Simply go to the Settings page.
2. Select "Preferred deposit options".
3. Click on "Validate" to proceed with your card validation.



**Validate this card**

**Increase your limits and improve security!**

We now require that all credit and debit cards be validated.

Currently you can deposit a maximum of 120.00 GBP with an unvalidated card. Validate your card to increase its deposit limits.

To validate your card we must perform a one-time validation charge of 3.00 GBP. **This is NOT A FEE, and will be credited to your NETELLER account once the charge has been processed.**

**Please confirm the following details:**

1	Transaction amount	3.00 GBP
1	Card number	Visa credit xxxx-0990
3	Card Currency	GBP
4	Card Expiry	2 2014
5	Security number	<input type="text"/> ?

6



Continue

Close

1. To validate your card we must perform a one-time validation charge of 3.00 GBP (or equivalent). This is NOT A FEE and will be returned to you as a credit to your NETELLER Account once the charge has been processed.
2. Credit card number.
3. Currency of your credit card.
4. Expiry date of your credit card.
5. The Security number or CVV code, (also referenced as CVC code) is the 3 digit code found on the back of your Net+ card.
6. Click on “Continue” to validate your credit card or “Close” to cancel the card validation.



**Validate this card**

  **Charge successful. Please choose a validation option.**

**Option one: Validate your card instantly:**

1. Phone your card issuer and ask for the details of the transaction made on **09-12-2013**.
2. Enter the validation code\* in the space below.
3. Click "Validate now".

2 Card	Visa credit xxxx-0990
3 Date	09-12-2013
4 Deposit Amount	3.00 GBP
5 Validation code*	<input type="text"/>

**Validate now**

\* The first 4 digits from the transaction description is your card validation code. If the transaction description is 1234-NETELLER, then 1234 is your validation code.

**Option two: Validate your card later:**

Once you have located the validation transaction on your card statement, select this card from the settings page and follow the validation instructions provided.

**Validate later**

**History**

**Rewards**

**Calculator**

**Settings**

**Support**

**Preferred deposit options**

With NETELLER you can store up to eWallet even easier.

You can remove a stored card at any under the appropriate card. Expired

This screen indicates that the one time validation charge was successful.

#### Option one: Validate your card instantly

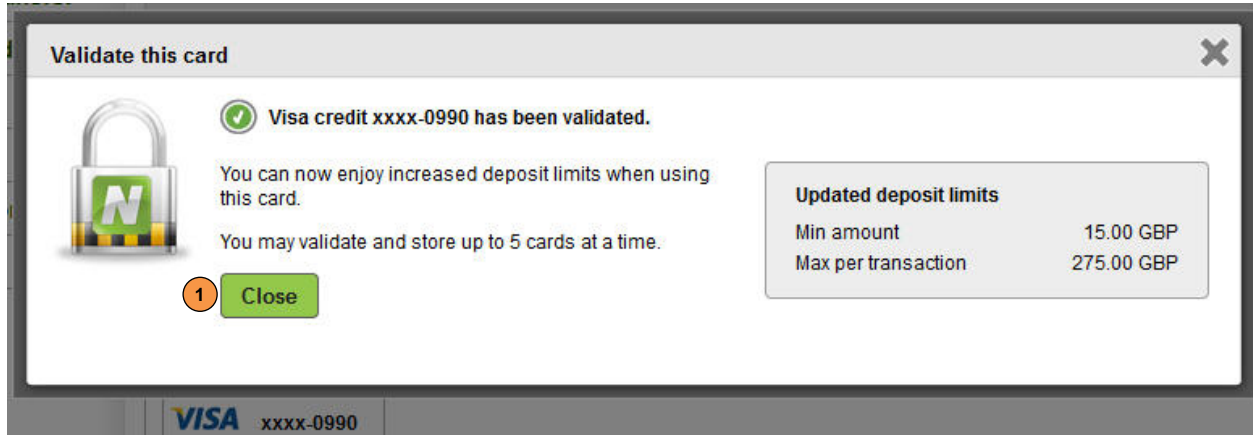
1. Phone your card issuer and ask for the details of the transaction made on a specific date. They will give you a 4 digit validation code.
2. The card you used to make the transaction.
3. The date when the transaction was completed.
4. The one time validation charge amount.
5. The unique 4 digit validation code that the card issuer will give you. You can also get this code from your card statement.

Your card validation code is the first 4 digits from the transaction description, for example: if the transaction description is 1234-NETELLER, then 1234 is your validation code.

6. Click on "Validate now" to complete the card validation.

#### Option two: Validate your card later

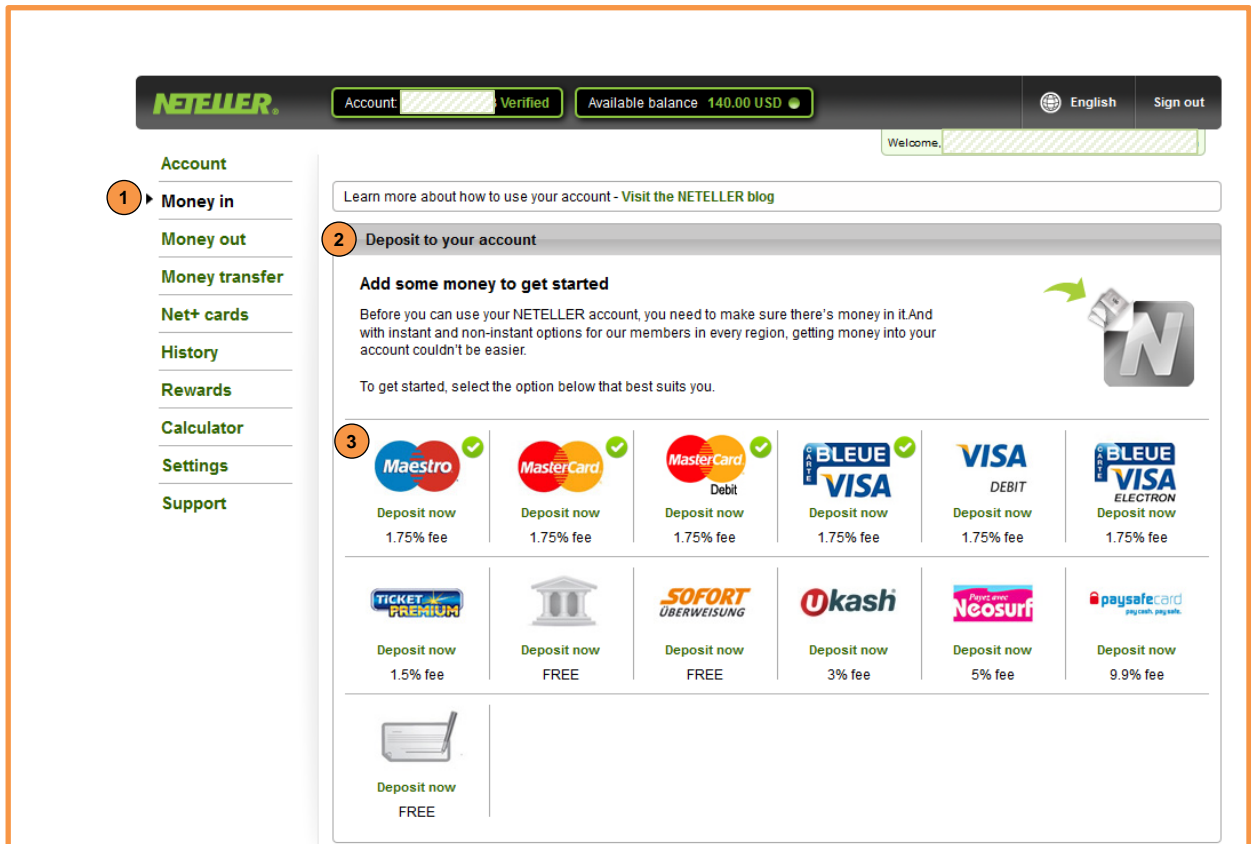
7. Click on "Validate later" if you would like to complete the validation at a different time. Once you have located the validation transaction on your card statement, select this card from the settings page and follow the validation instructions provided.



This screen confirms that the card has been successfully validated. You can now enjoy increased deposit limits with the card. You can validate and store up to 5 cards at a time.

1. Click on “Close” to exit this page.

## 2.3 Deposit with a stored credit card



The process of depositing with a stored card is similar to the deposit with a credit card covered in Section 2.1 on page 11. The only difference is that when using a stored card you can select the card already registered with NETELLER, instead of registering the card from the beginning.

1. When you want to use a stored credit card to deposit funds into your account, go to Money in page
2. Select Deposit to your account option
3. Select the card that you want to use and that has a green check mark (✓) beside it.

The green mark means your card has been validated and you can use it for deposits. If the card you want to use does not have green check mark, return to section 2.2 to validate it.

**Deposit to your account** [X]

**VISA DEBIT** Please provide the following details:

Amount (account currency) 1

Select a card 2

Updated deposit limits  
Select a card

Continue 1 2 3

1. Enter the amount of your deposit.
2. Choose the stored card and you can start your payment card transaction easily.

Note: You can make 4 card deposits per day. The grey table will present you the remaining deposits for today.

**Deposit to your account** [X]

**VISA DEBIT** Please provide the following details:

Amount (account currency) 1

Card number 2

Card currency 3

Expiration date 4

Security number 5  ?

Processing fee: 1.9%

Deposit limits **Unvalidated card\***

Min amount	20.00 USD
Max per transaction	205.00 USD

\*Validate your card to increase its limits

To enjoy increased limits with this card, visit the [Settings](#) page, select this card and follow the validation instructions.

Continue 1 2 3

On this page, you will need to enter:

1. Enter the deposit amount.
2. Select/confirm the stored card you want to use to make the deposit.

3. Confirm the card currency for this transaction.
4. Enter the expiration date of the credit card.
5. Enter the security number found on the back of the credit card.
6. Click on "Continue" to proceed with the credit card deposit option.

Confirm your transaction details and proceed with your deposit as outlined in Section 2.1.

## 2.4 Remove a stored card

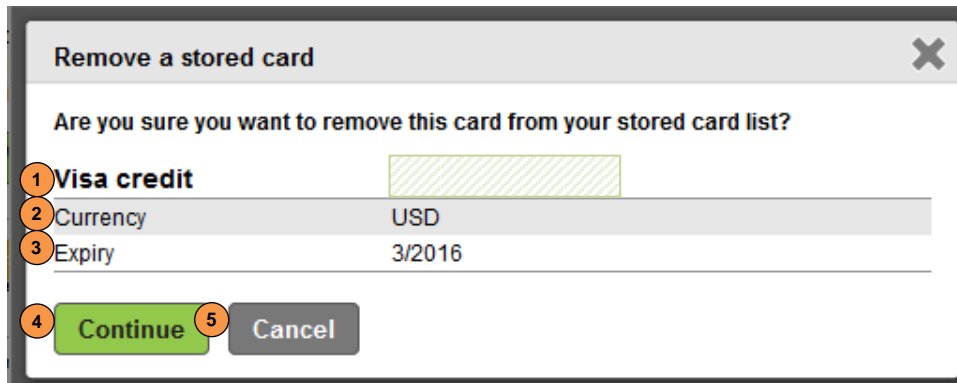
1 Settings

2 Preferred deposit options

3 Remove

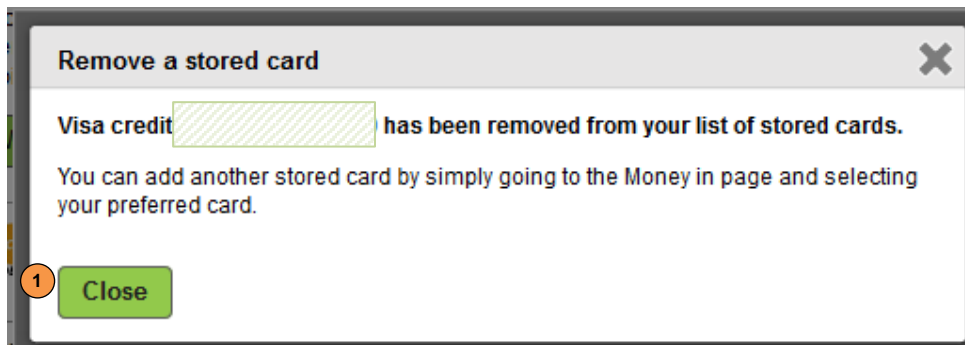
1. Go to Settings page when you want to remove a stored credit card in order to enter a new one,
2. Select Preferred deposit options
3. Click on Remove

Note: you can only remove a stored card when you have the maximum of five stored cards.



Next, you will be asked if you are sure you want to remove this card from your stored card list. You will see below:

1. Card number.
2. Card currency.
3. Card expiry.
4. Click on “Continue” to proceed with the stored card removal.
5. Click on “Cancel” to cancel the process of your stored card removal.

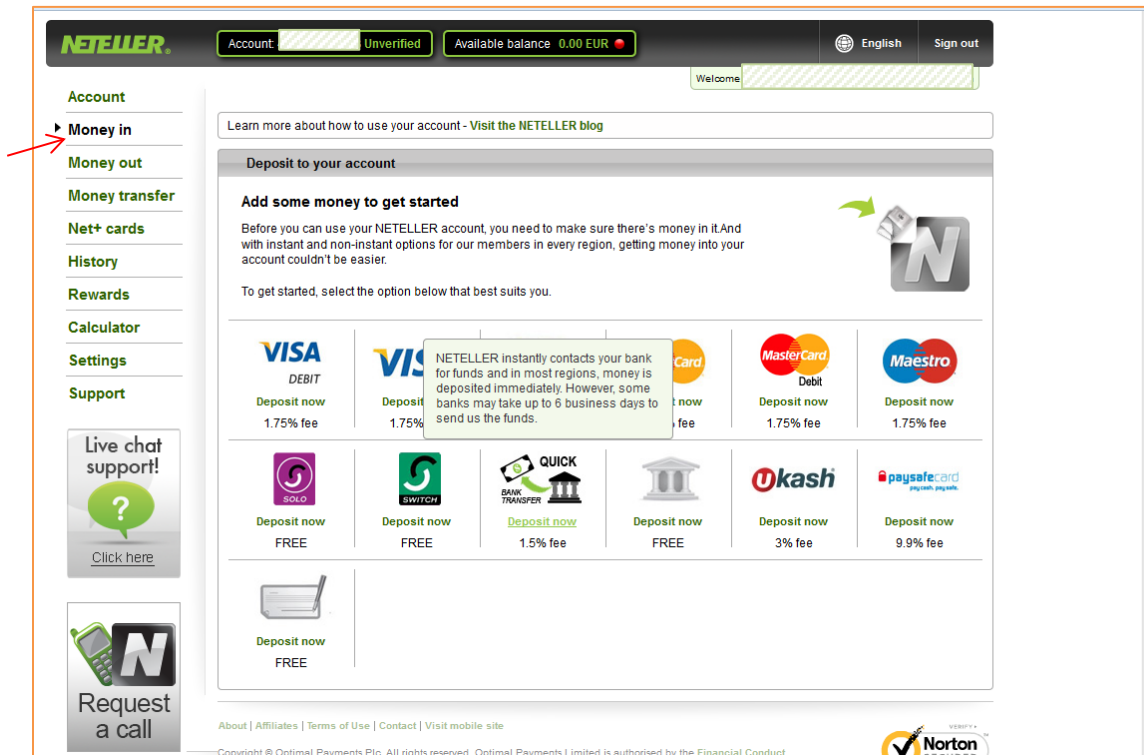


This message confirms that the stored card was successfully removed. You can add another stored card by simply going to the Money in page and selecting your preferred card.

1. Click on “Close” to exit this page.

## 2.5 Deposit using Quick Bank Transfer

**Quick Bank Transfer** allows you to put money in your NETELLER Account by transferring funds directly from your bank account into our bank account located in your country. This deposit can take anywhere from 1 hour to 6 business days to clear, depending on the bank. To initiate the deposit, select the “Money in” link and choose the Quick Bank Transfer option.



**QUICK**  
BANK TRANSFER

Please provide the following details:

Amount (account currency)

1

Processing fee: 1.5%

2 Continue 1 2 3

**Deposit limits**

Min amount	22.50 EUR
Max per transaction	375.00 EUR
Max lifetime limit	375.00 EUR

To complete a Quick Bank Transfer, you will need to:

1. Enter the amount you wish to deposit, in the currency of your NETELLER Account.
2. Select “Continue” to accept the processing fee of 1.5% and proceed with the transaction.
3. Tip: Your NETELLER Account currency appears here.



**QUICK**  
BANK TRANSFER

Please confirm that all the details for this transaction are correct.

1	Transaction amount	250.88 GBP
2	FX rate	1 GBP = 1.21372114 EUR*
3	Processing fee	4.50 EUR
4	Amount	300.00 EUR

5

Confirm

Edit

6

2

3

7

Selecting "Confirm" will launch the third-party processor and allow you to complete this transaction.


\*The foreign exchange (FX) rate applied by NETELLER is a daily interbank market rate (selected from customary industry sources) plus a foreign exchange processing fee of 2.95%. Any conversion carried out by third parties prior to the relevant amount being deposited into your NETELLER account (e.g. by your credit card company) will be made using rates selected by those third parties and NETELLER shall have no responsibility for those conversions. Display is limited to 8 digits.

On this page, you will be able to confirm the deposit information that you entered and the fees that will be applied:

1. Amount of transaction.
2. Foreign exchange fee.
3. Processing fee.
4. Amount of the deposit that you entered on the previous screen.
5. Select "Confirm" to accept the fees and proceed with the transaction.
6. Select "Edit" to change the transaction details.
7. By selecting "Confirm" you allow NETELLER to complete this transaction through a third-party processor.

Note: The exchange rate that NETELLER applies is a daily interbank market rate published by a third-party foreign currency data provider plus a mark-up. NETELLER retains the mark-up amount as a foreign exchange (FX) processing fee.


Click here if you wish to cancel your order. | Change language: English ▼


**TRUSTe**  
  
CLICK TO VERIFY

**NETELLER**  
Use your online bank to pay for your order


Amount 36.25 EUR  
Order# 180385586162863  
Product 'Local Bank Deposit'

1. Select your bank on the right.
2. Manually open your online bank.
3. Manually transfer the money to the requested account.
4. When the money has been received you will be returned to the shop.

 [Click here if you have any questions](#)




100% Secure payments  
[Click to read more](#)



100% Anonymous payments  
[Click to read more](#)

Banca Popolare di Sondrio
Italy
▶


BCC CREDITO COOPERATIVO
Italy
▶

Banco Popolare di Novara
Italy
▶

Credito Bergamasco
Italy
▶

Banca Popolare di Lodi
Italy
▶

Click here to pay using your own online bank
▶

Select your country: Italy ▼

NETELLER's website will take you to a page to complete the deposit by:

1. Selecting your bank from the list of banks that are supported.
2. Opening your online banking manually, and
3. Transferring the money to the requested account.
4. Once the money is received, you will be returned to 'the shop' which in this instance is your NETELLER Account.

## 2.6 Deposit using Local Bank deposit option

The **Local Bank Deposit** option allows you to deposit funds from your domestic bank account to a NETELLER Account located in your country and it usually takes between 1 and 3 business days to arrive into your NETELLER Account.

**NETELLER** Account:  Verified Available balance: 359.71 EUR English Sign out

Welcome,

**Account**

1 **Money in**

Money out

Money transfer

Net+ cards

History

Rewards

Calculator

Settings

Support

Live chat support!  
Click here

Learn more about how to use your account - [Visit the NETELLER blog](#)

**Deposit to your account**

**Add some money to get started**

Before you can use your NETELLER account, you need to make sure there's money in it. And with instant and non-instant options for our members in every region, getting money into your account couldn't be easier.

To get started, select the option below that best suits you.

<b>VISA DEBIT</b> Deposit now 1.75% fee	<b>VISA</b> Deposit now 1.75% fee	<b>VISA ELECTRA</b> Deposit now 1.75% fee	<b>MasterCard Debit</b> Deposit now 1.75% fee	<b>Maestro</b> Deposit now 1.75% fee
<b>SOLO</b> Deposit now FREE	<b>SWITCH</b> Deposit now FREE	<b>QUICK BANK TRANSFER</b> Deposit now 1.5% fee	<b>Local Bank Deposit</b> Deposit now FREE	<b>ukash</b> Deposit now 3% fee
<b>paysafecard</b> Deposit now 9.9% fee				

Local Bank Deposit allows you to transfer funds directly from your domestic bank account into a bank account located in your country.

Deposit now  
FREE

To initiate the deposit:

1. Select the "Money in" link option
2. Choose the Local Bank Deposit option.

**Deposit to your account**

Please provide the following details:

1 Amount (account currency)

Processing fee: FREE


2 **Continue** 1 2 3

Deposit limits	
Min amount	22.50 EUR 3
Max per transaction	300,000.00 EUR
Max monthly limit	300,000.00 EUR

After selecting this option, you will be asked to:

1. Enter amount you want to deposit.
2. Click on "Continue" to proceed with the transaction.
3. Tip: This is your NETELLER Account currency.

Deposit to your account



Please confirm the details for this transaction are correct.

1 Transaction amount	411.96 GBP
2 Bank currency	GBP
3 FX rate	1 GBP = 1.21372114 EUR*
4 Amount	500.00 EUR

5 Confirm

6 Edit

1

2

3

\*The foreign exchange (FX) rate applied by NETELLER is a daily interbank market rate (selected from customary industry sources) plus a foreign exchange processing fee of 2.95%. Any conversion carried out by third parties prior to the relevant amount being deposited into your NETELLER account (e.g. by your credit card company) will be made using rates selected by those third parties and NETELLER shall have no responsibility for those conversions. Display is limited to 8 digits.

7


This deposit will appear in your account as "Pending" until the funds are received by NETELLER from your bank.


Additional fees from your banking institution may apply.

On this page, you will be able to confirm the deposit information that you entered and the fees that will be applied:

1. Amount of deposit.
2. Your bank currency.
3. Foreign exchange fee. NETELLER does not charge a fee for Local Bank Deposit, but you may incur a fee from your bank.
4. Deposit Amount.
5. Select "Confirm" to accept the fees and proceed with the transaction.
6. Select "Edit" to change the transaction details.
7. This deposit will appear in your account as pending until the funds are received by NETELLER from your bank. Additional fees from your banking institution may apply.

Deposit to your account




**Please complete your deposit with your bank**

Thank you for notifying NETELLER of your local bank deposit request.

Please complete your deposit by paying NETELLER via online banking, telephone banking or by visiting your local bank branch using this information.

1	Transaction amount	411.96 GBP
2	Reference #	
3	Bank	Barclays Bank PLC
4	Bank address	1 Churchill Place, E14 5HP, London
5	Bank currency	GBP
6	Beneficiary	NETELLER UK Ltd
7	Account #	

Your reference # is your 12-digit NETELLER Account ID.

If your bank does not accommodate a reference number, please contact **NETELLER support**.

Please print this page and take it to your local bank branch or keep for your records.

8

Print

9

Close

1

2

3

This screen displays all of the information that allows you to complete your deposit by paying in to your NETELLER Account via online banking, telephone banking or by visiting your local bank branch. It includes:

1. Amount of transaction.
2. Reference number (this is your 12 digit NETELLER Account ID number). If your bank does not accommodate a reference number, please, contact NETELLER support.
3. Bank name.
4. Bank address.
5. Bank currency.
6. Beneficiary name (NETELLER).
7. Beneficiary's bank account number (NETELLER's bank account number).
8. Select "Print" to print this page and take it to your local bank branch or keep it for your records.
9. Select "Close" to exit this page.

**NETELLER** Account: [verified] Available balance: 300.00 EUR English Sign out

Welcome [user name]

To view your points - Visit the Rewards page

**Transaction history**  
Select a transaction to view additional details below.

All transactions Last 10 Refresh Export

Transaction Type	Credit/Debit	Status	Date
Local Bank Deposit	500.00	Pending	26-05-2014
Quick Bank Transfer	300.00	Accepted	26-05-2014

**Transaction details**

Type:	Local Bank Deposit	Transaction Amount:	411.96 GBP
ID:	[ID]	Effective FX Rate:	1 GBP = 1.21372114 EUR
Card:	--	Service Fee:	--
Description:	--	Total Amount:	500.00 EUR
Date:	26-05-2014		
Status:	Pending		

Only records from the past one year are available. Please contact NETELLER's [customer support team](#) for records older than one year.

The foreign exchange (FX) rate applied by NETELLER is a daily interbank market rate (selected from customary industry sources) plus a foreign exchange processing fee. Any conversion carried out by third parties prior to the relevant amount being deposited into your NETELLER account (e.g. by your credit card company) will be made using rates selected by those third parties and NETELLER shall have no responsibility for those conversions. Display is limited to 8 digits.

1. Go to the History page to see the transaction history.  
You can select the number of transactions you want to see displayed on the page.

By clicking on a specific transaction, you will see the following:

2. Transaction type.
3. Status of your transaction. The transaction may show "Pending", "Accepted" or "Declined".
4. Date when the transaction was made.
5. Transaction details.

## 2.7 Deposit using the International Bank Transfer option

An **International Bank Transfer** is a widely used deposit option available to NETELLER members worldwide. Funds are wired directly from your bank account to your NETELLER Account. It takes 2 to 3 business days on average to receive the funds, for which your bank may charge a fee.

The screenshot shows the NETELLER user interface. At the top, there's a header with the NETELLER logo, account status (Unverified), available balance (0.00 EUR), and language/sign out options. A sidebar on the left lists navigation options: Account, Money in (selected), Money out, Money transfer, Net+ cards, History, Rewards, Calculator, Settings, and Support. The main content area is titled 'Deposit to your account' and includes a section 'Add some money to get started' with a brief explanation and a 'Deposit now' button. Below this, there's a grid of deposit methods: VISA DEBIT, BLEUE VISA, BLEUE VISA ELECTRON, MasterCard, MasterCard Debit, Maestro, SOFORT ÜBERWEISUNG, Ukash, Paysafecard Neosurf, and Paysafecard. The 'International Bank Transfer' option is highlighted with a red box and a callout box explaining the process.

**1** Money in

**2** An International Bank Transfer is a deposit option that's available to members worldwide. The money is wired directly from your bank account and typically take 2-3 business days to clear.

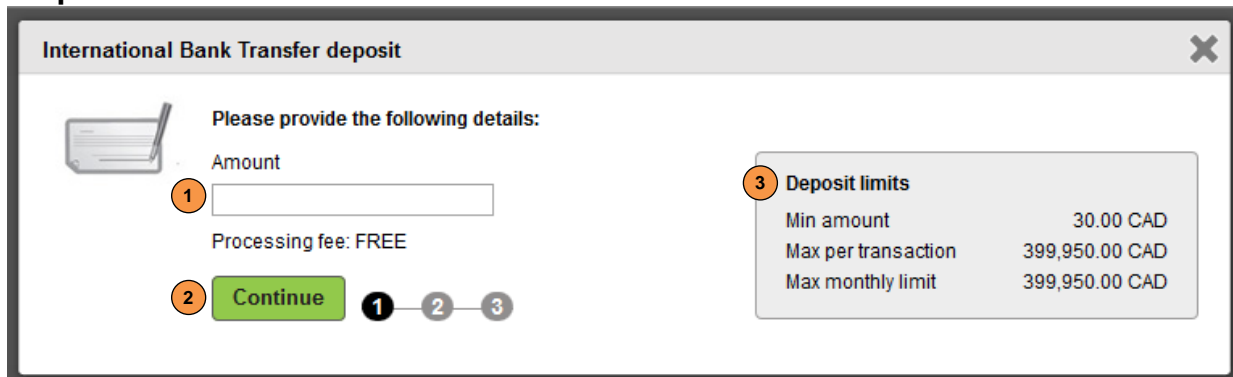
Method	Deposit now	Fee
VISA DEBIT	Deposit now	1.75% fee
BLEUE VISA	Deposit now	1.75% fee
BLEUE VISA ELECTRON	Deposit now	1.75% fee
MasterCard	Deposit now	1.75% fee
MasterCard Debit	Deposit now	1.75% fee
Maestro	Deposit now	1.75% fee
SOFORT ÜBERWEISUNG	Deposit now	FREE
Ukash	Deposit now	3% fee
Paysafecard Neosurf	Deposit now	1.5% fee
Paysafecard	Deposit now	9.9% fee

Deposit now  
FREE

About | Affiliates | Terms of Use | Contact | Visit mobile site

1. To initiate the deposit, select the "Money in" tab
2. Choose the International Bank Transfer deposit option.

## Step 1



**International Bank Transfer deposit**

Please provide the following details:

Amount

Processing fee: FREE

**3 Deposit limits**

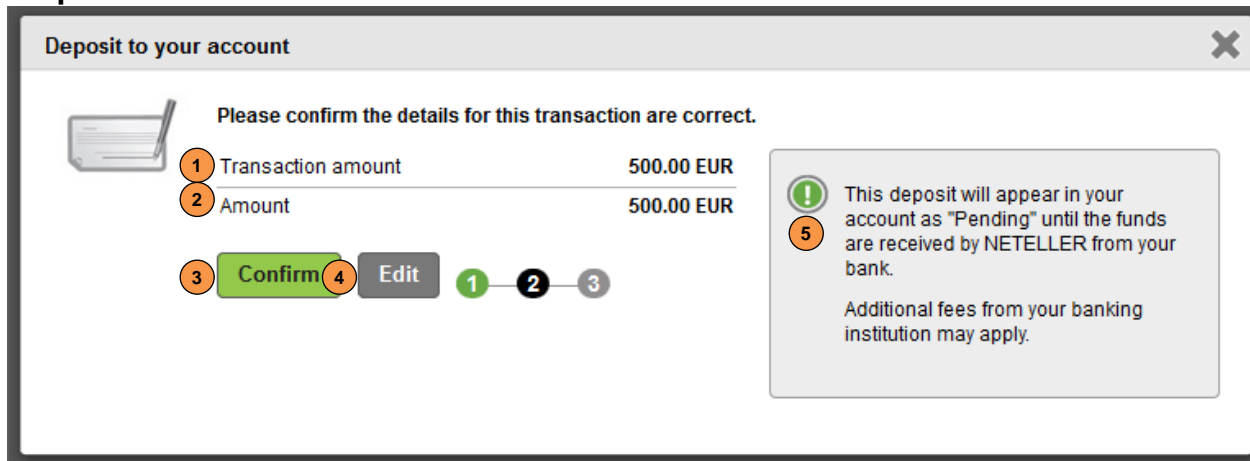
Min amount	30.00 CAD
Max per transaction	399,950.00 CAD
Max monthly limit	399,950.00 CAD

**Continue**

After selecting this option, you will be asked to:

1. Enter the amount you wish to deposit. This will always be in the currency of your NETELLER Account.
2. Click on “Continue” to proceed with the transaction.
3. Minimum and maximum deposit limits are displayed to the right of your screen.

## Step 2



**Deposit to your account**

Please confirm the details for this transaction are correct.

Transaction amount 500.00 EUR

Amount 500.00 EUR

**Confirm** **Edit**

**5** This deposit will appear in your account as "Pending" until the funds are received by NETELLER from your bank. Additional fees from your banking institution may apply.


Confirm the following transaction details:


1. The transaction amount is the amount of the International Bank Transfer.
2. The amount deposited into your account.
3. Select “Confirm” to accept all and proceed with the transaction.
4. Select “Edit” to change the transaction details.
5. This deposit will appear in your account as pending until the funds are received by NETELLER from your bank.



## Step 3

Deposit to your account




**Please complete your deposit with your bank**

Thank you for notifying NETELLER of your international bank wire request.

Please complete your deposit by paying NETELLER via online banking, telephone banking or by visiting your local bank branch using this information.

1	Transaction amount	500.00 EUR
2	Reference #	
3	Bank	Barclays Bank
4	Bank address	1 Churchill Place E14 5HP London
5	Bank currency	EUR
6	Beneficiary	NETELLER UK Limited
7	IBAN	GB

Your reference # is your 12-digit NETELLER Account ID.

If your bank does not accommodate a reference number, please contact **NETELLER support**.

Please print this page and take it to your local bank branch or keep for your records.

8
Print
9
Close

1
2
3

This last screen features all of the information that allows you to complete your deposit by paying in to your NETELLER Account via online banking, telephone banking or by visiting your local bank branch. It includes:

1. Amount you want to deposit.
2. Reference number (your 12 digit NETELLER Account ID). If your bank does not accommodate a reference number, please contact NETELLER Support.
3. Bank name.
4. Bank address.
5. Your bank currency.
6. Beneficiary name.
7. IBAN number.
8. Print this page and take it to your local bank branch or keep for your records.
9. Click "Close" to exit this page.

### 3.0 Verify your Identity

Verify your identity to gain access to higher transaction limits.

The screenshot shows the Neteller account interface. At the top, there's a header with the Neteller logo, account status (Unverified), available balance, and language/sign out options. A sidebar on the left contains navigation links: Account, Money in, Money out, Money transfer, Net+ cards, History, Rewards, Calculator, Settings, and Support. The main content area is titled 'Account summary' and includes a 'Setup' section with a table of links. The 'Verify your identity' link is highlighted with a red circle and a '2'. Below this is a 'Details' section with account information. On the right, there are promotional banners for the Reward Points Store, a TV and tablet giveaway, and exclusive offers.

**Account summary**  
Here is a quick summary of your account details:

**Setup**

Money in	Put money in your account	?
Raise your limits	Verify your identity <b>2</b>	?
Virtual Card	Generate a Net+ virtual card	?
Get rewards	Refer a friend	?

**Details**

Account ID	[Redacted]
Secure ID	***** Retrieve Reset
Account type	Personal
Account level	VIP
Last successful sign in	20-05-2014 / 16:54 (UTC)

1. Make sure you are on the Account page.
2. Click on "Verify your identity" link in order to start the account verification process.

**NETELLER** Account Unverified Available balance 0.00 USD English Sign out

Welcome

**Quick identity verification**

**Submit your identity documents**

1 Document type Select...

2 Identification number

3 Expiry date Year Month Day  
☐ My document does not have an expiry date

4 Continue

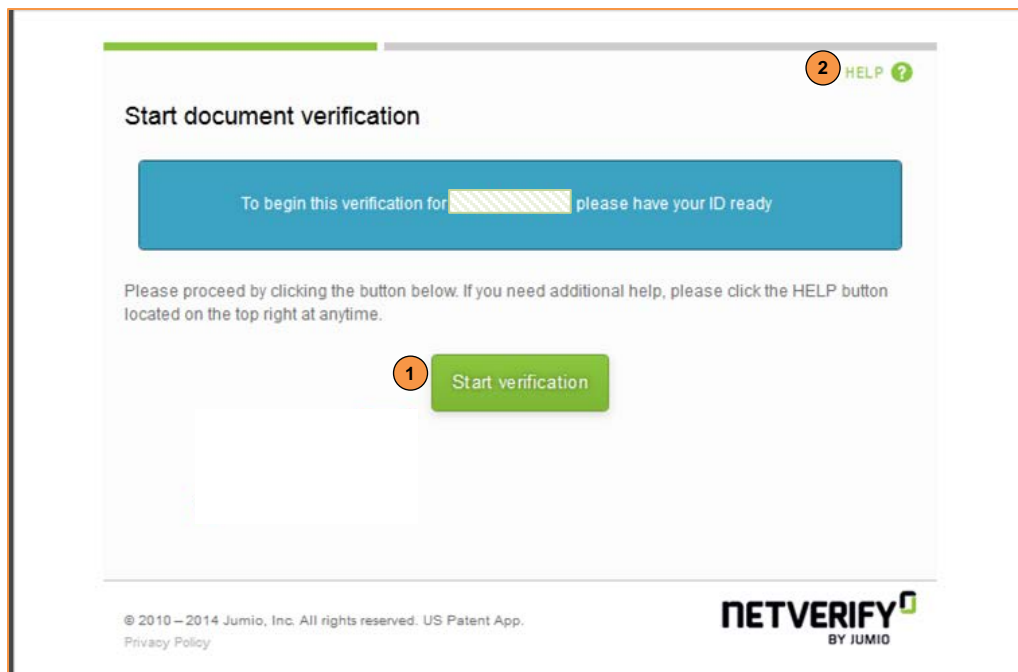
**Now offering webcam verification!**  
 For quickest results, verify your identity using your webcam.  
[Learn more](#)

**Document upload tips**  
 When sending in your government issued identification document, please ensure it meets the following criteria:

1. \*.jpg, \*.png file formats accepted
2. Name on ID must match name on NETELLER account
3. Must be Valid ID (Do not send in expired ID cards)
4. Document cannot be a black and white copy

To learn more about quick verification and view samples of accepted verification documents, visit the [FAQ Help Centre](#).

1. Select the type of document from the drop down menu. You will need to send a copy of a government-issued identification document, such as your passport, government ID card, driver license or permanent resident card. Before you upload the document, make sure you use one of the following formats: \*.jpg, \*.png. Please be advised that we do not accept expired documents and black and white copies.
2. Key in the Identification number of your government issued identification documents (Example: your passport)
3. Key in the Expiry date of the government issued identification document you will be submitting (Example: date your passport expires), or select the checkbox indicating that their document does not have an expiry date.
4. Click on “Continue” to proceed with documents upload flow. Clicking “Continue” will initiate the document upload flow. This flow is contained within a window in your NETELLER Account but using a third party provided called Jumio that will upload and process the document(s).



1. Click on “Start verification” button to start the document verification process
2. Click on “HELP” button located on the top right at anytime if you need additional help.

← BACK

HELP ?

Choose issuing country ①

Country Canada

Select ID type ②

②

Passport

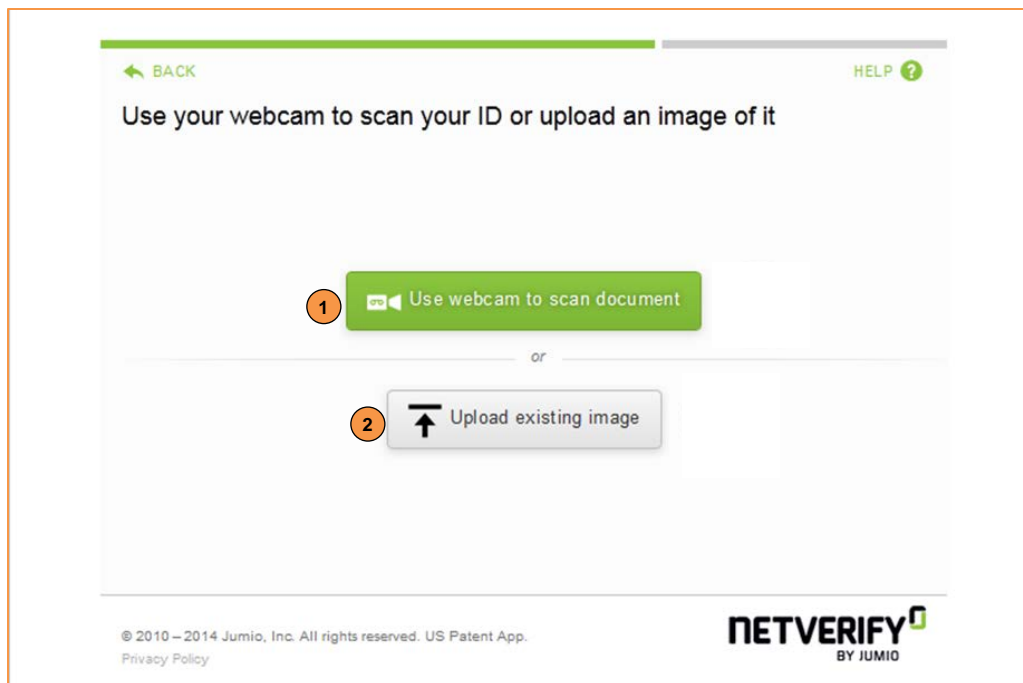
Identity card

Driver license

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Privacy Policy

**NETVERIFY**  
BY JUMIO

1. You will need to select the country where your document was issued. The page will display by default the country of residence in your NETELLER Account.
2. Click on one of the three types of documents that are allowed to be uploaded. You can select the passport, identity card or driver license. This will initiate the document upload screen.

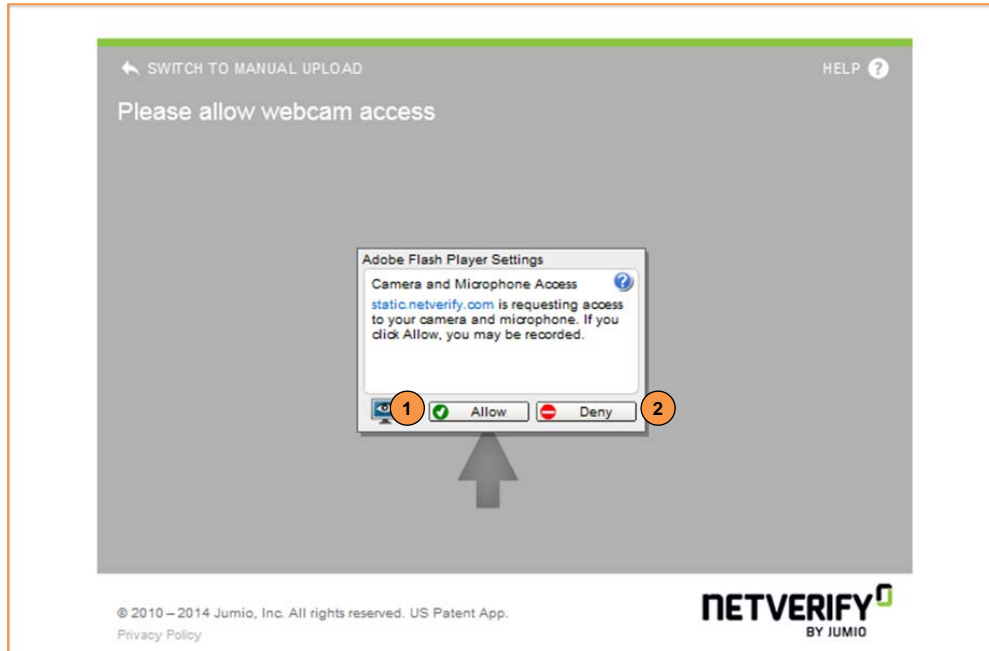


You will have two (2) potential options available to upload your documents:

1. Click on “Use webcam to scan document” button to submit your identification document if you have an active webcam connected to your computer.
2. Click on “Upload existing image” to upload a saved image of your identity document.

### Option 3.1

If you choose using the webcam to scan your document and depending on your internet browser and webcam settings, you will see the screen below.



1. Click on "Allow" button to allow access to your camera before proceeding with the webcam upload.
2. Choose "Deny" button if you do not want to proceed with the webcam upload.

## Step 1

← SWITCH TO MANUAL UPLOAD

HELP ?

Please use your webcam to scan the front of your ID

1

Capture front

2

3

1 Hold your document up to your webcam

- Center it in the viewing window
- When the document is fully legible click "Take snapshot"

2 Verify your shot in the window to the right

- If fully legible click "Continue"
- If not fully legible click "Take another snapshot" to

Tip: make sure that no lights create a glare on plastic cards

Take snapshot

Confirm & continue with next step >

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Privacy Policy

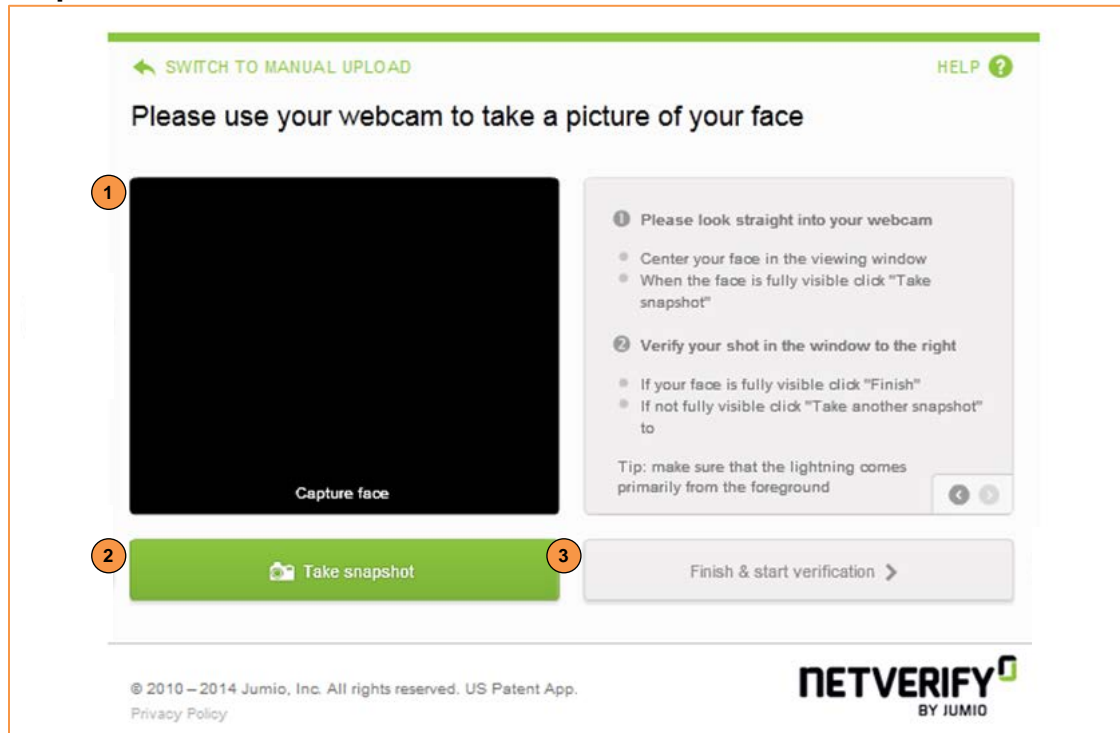
**NETVERIFY**  
BY JUMIO

If you selected the “Allow” button, you will be asked to hold your document up to your webcam, centre it in the viewing window and ensure the document is fully legible.

1. A preview of your identity document image is shown in this location.
2. Click on “Take snapshot” to lock in a preview of the image.
3. Click on “Confirm & continue with next step” if you are satisfied with the quality of the image of your identity document.



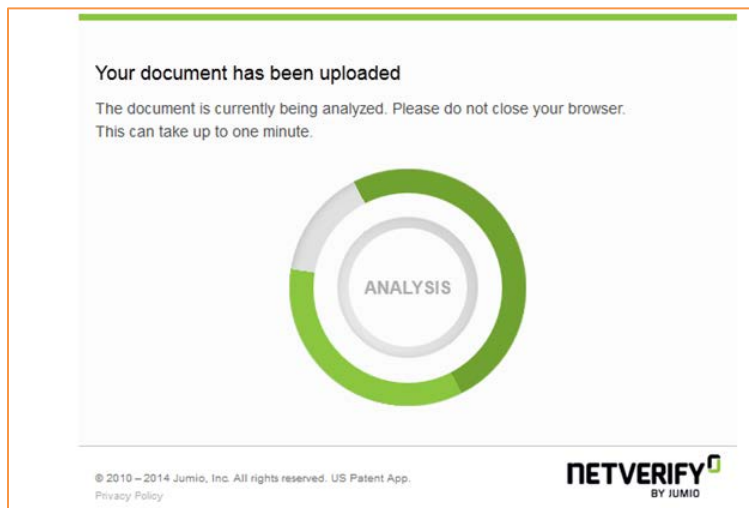
## Step 2



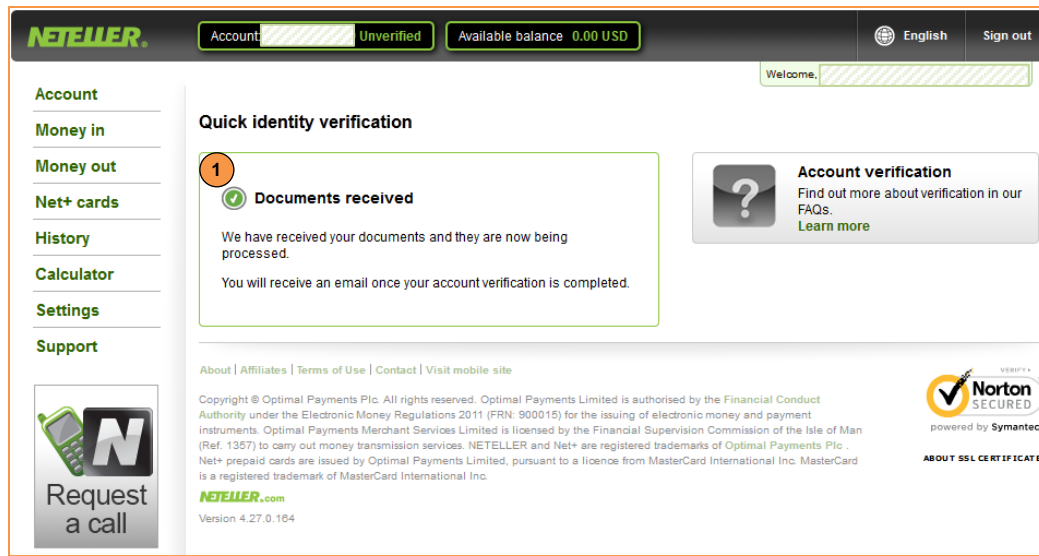
On the next step, you will be asked to take a picture of your face. You will need to look straight into your webcam, centre your face in the viewing window and ensure your face is fully visible.

1. A preview of your face is shown in this location.
2. Click on "Take snapshot" to lock in a preview of the image.
3. Click on "Finish & start verification" if you are satisfied with the quality of the image of your face.

Next, you will be presented a spinning analysis wheel. Do not close the window until this has completed.



After completion the window will automatically close and you will be presented a message that your documents were successfully uploaded.



1. This message confirms your documents were received and are now being processed.  
You will receive an email once your account verification is completed.

### Option 3.2

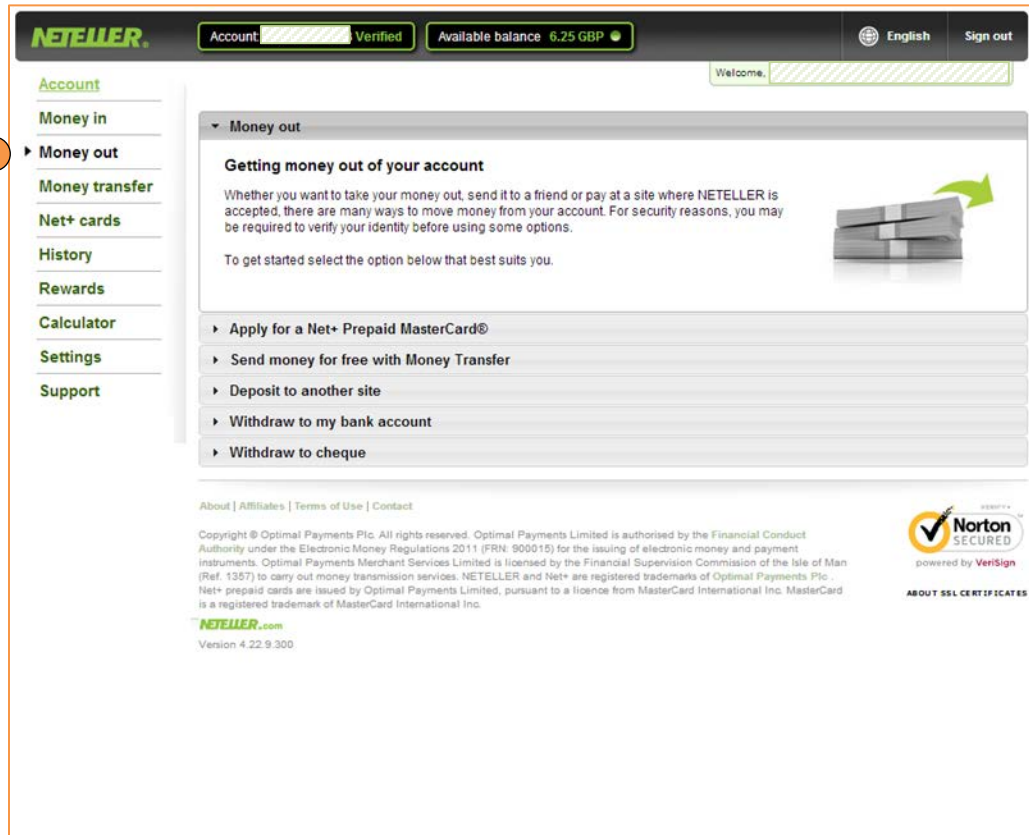
If you choose to use the option “Upload existing image” to upload a saved image of your identity document, you will be presented with the following screen:



1. Click on “Choose file” to your saved document. The document must not exceed 5 MB in size and be in JPG or PNG format.
2. Click on “Confirm” to upload the document once the file preview is loaded.

## 4.0 Withdraw money from your NETELLER Account

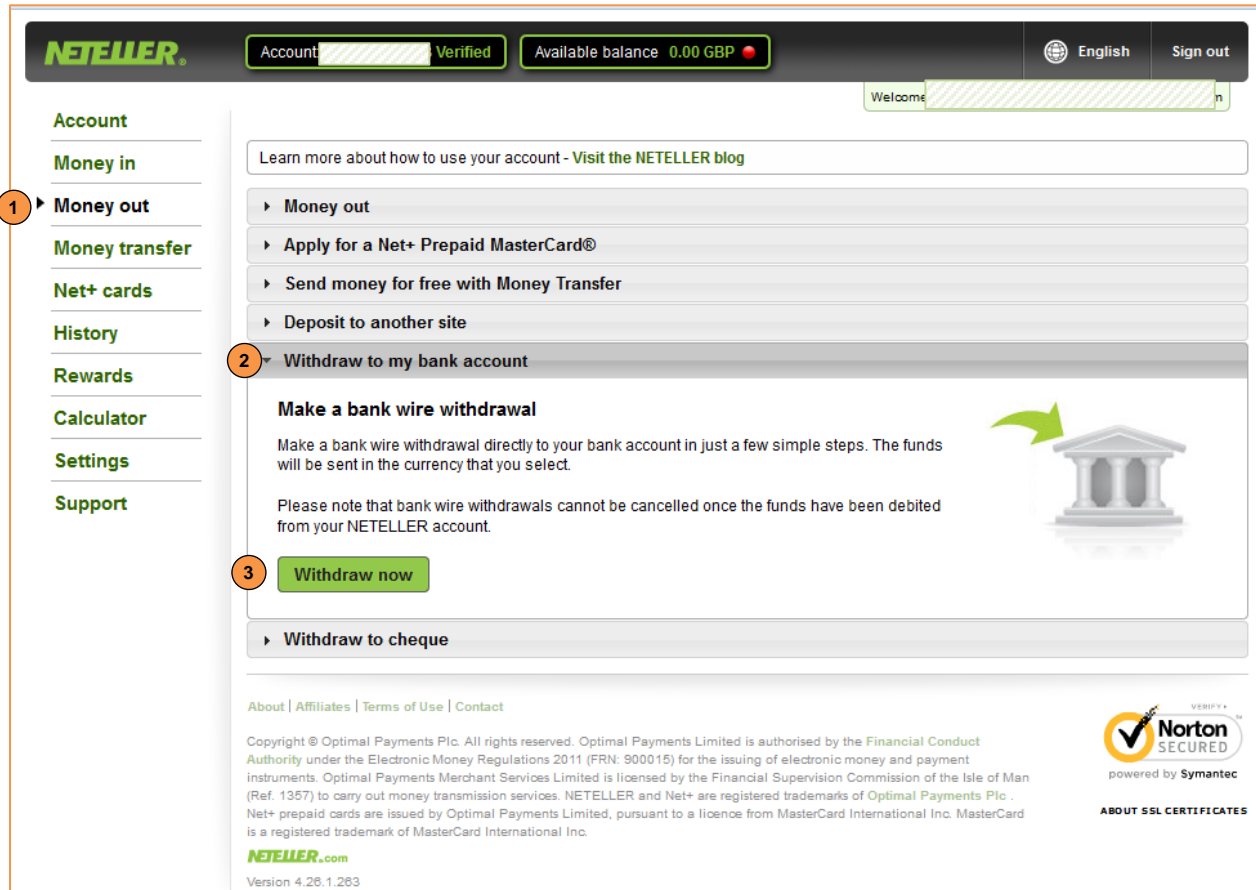
We have several withdrawal options, each with different processing times and fees.



1. To view your withdrawal options select the “Money out” link.

## 4.1 Bank Transfer

The **Bank Transfer withdrawal** is a withdrawal option available to our members residing in supported European countries. In order to withdraw funds to your personal bank account, you will need to have a bank account registered and verified with us.




The screenshot displays the NETELLER user interface. At the top, the header includes the NETELLER logo, account status (Verified), available balance (0.00 GBP), language (English), and a sign out button. A sidebar on the left lists navigation options: Account, Money in, Money out (highlighted with a red circle and number 1), Money transfer, Net+ cards, History, Rewards, Calculator, Settings, and Support. The main content area shows a list of options under 'Money out': Money out, Apply for a Net+ Prepaid MasterCard®, Send money for free with Money Transfer, Deposit to another site, Withdraw to my bank account (highlighted with a red circle and number 2), and Withdraw to cheque. The 'Withdraw to my bank account' section is expanded, showing the heading 'Make a bank wire withdrawal' and instructions: 'Make a bank wire withdrawal directly to your bank account in just a few simple steps. The funds will be sent in the currency that you select. Please note that bank wire withdrawals cannot be cancelled once the funds have been debited from your NETELLER account.' A green arrow points to an illustration of a classical building. Below this, a green button labeled 'Withdraw now' is highlighted with a red circle and number 3. At the bottom, there is a footer with links (About, Affiliates, Terms of Use, Contact), copyright information, and a Norton Secured logo.

1. To initiate the withdrawal, select the “Money out” link.
2. Choose the “Withdraw to my bank account” option.
3. Select “Withdraw now” to make a bank transfer withdrawal.

## Step 1

Making a withdrawal



Please provide the following details:

Withdrawal amount

1
GBP

2
**Withdrawal limits**

Min. amount	15.00 GBP
Max per transaction	144,075.00 GBP

3
**Fees\***

Withdrawal fee	5.00 GBP
----------------	----------

\* FX fee may be applied to withdrawal amount.

4

Continue

1
2
3
4

All fields required

1. Enter the amount you would like to withdraw.
2. Your minimum and maximum withdrawal limits are displayed here.
3. Processing fee.
4. Click on "Continue" to proceed with the transaction.

## Step 2

On this page you will be able to confirm your bank information, entered previously.


1. Account number.
2. Routing number.
3. Bank name.
4. City the bank is in.
5. Country the bank is in.
6. The amount you would like to withdraw (this will be in the currency of your NETELLER Account).
7. Check the box to indicate your agreement to the electronic funds transfer to your bank account.
8. Select "Continue" to proceed with the transaction.
9. Select "Cancel" to stop the transaction.
10. Select "Edit" to change the transaction details, like your bank name or amount.
11. Select "Remove Bank" if you wish to remove this bank.

Note: When your bank currency is different to your account currency, withdrawals to this bank are subject to FX fees.



### Step 3

Making a withdrawal



Please confirm the following bank transfer information:

1 From	NETELLER account
2 To	
3 Bank currency	CAD
4 Transaction amount	43.00 CAD
5 Processing fee	17.00 CAD
6 Amount	60.00 CAD

7 Continue

8 Cancel

9 Edit


10 Remove Bank

1

2

3

4



This withdrawal will appear in your account as pending until your funds are deposited to your bank.


Confirm the following transaction from your NETELLER Account to your bank account:

1. The account the transfer is coming coming from (i.e. your bank).
2. The account the transfer is going to.
3. The currency that the transfer is in.
4. The amount of the transaction.
5. The processing fee.
6. The amount being withdrawn (this will be the transaction amount plus the processing fee).
7. Select "Continue" to proceed with the transaction.
8. Select "Cancel" to stop the transaction.
9. Select "Edit" to change the transaction details.
10. Select "Remove Bank" if you wish to remove this bank.

Note: This withdrawal will appear in your account as pending until your funds are deposited to your bank.

## Step 4

Making a withdrawal



**Your bank withdrawal request has successfully completed.**

Please allow 3 – 5 business days for the deposit to be made to your bank account.

1	From	NETELLER account
2	To	
3	Bank currency	CAD
4	Transaction amount	43.00 CAD
5	Processing fee	17.00 CAD
6	Amount	60.00 CAD

7 Close

1 2 3 4

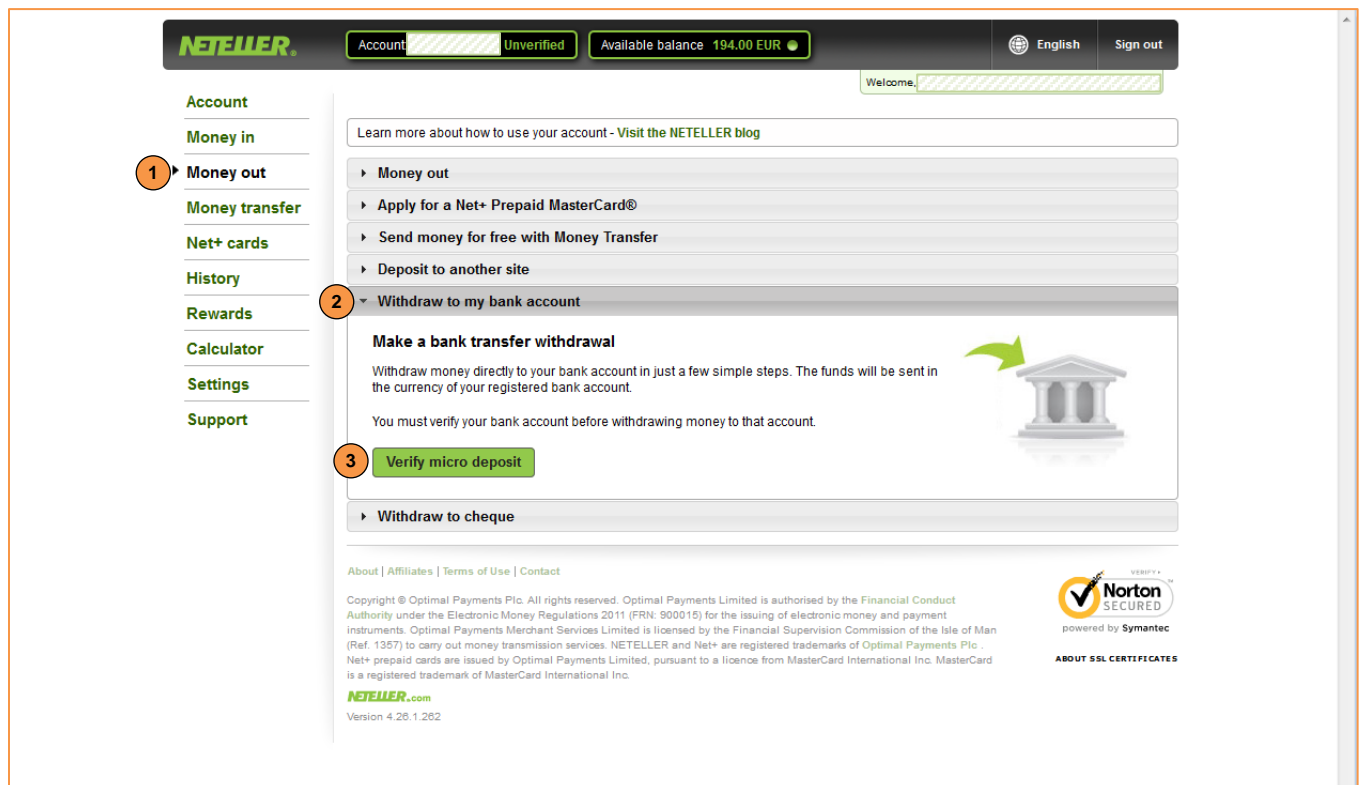
This last screen features information about your successful bank transfer withdrawal. Bank transfer withdrawals take 1 to 3 business days to process. This withdrawal will appear in your account as pending until your funds are deposited to your bank account.

You will see:

1. The account the money is coming from.
2. The account the money is going to.
3. The transaction currency.
4. The transaction amount.
5. The processing fee.
6. Your withdrawal amount, including all fees and FX.
7. Select “Close” to exit this page and return to your NETELLER Account “Money out” page.

## 4.2 Micro Deposit Verification

If you want to use the Bank Transfer option to withdraw funds and your bank account is not registered with us, you will need to confirm a micro deposit amount. This will confirm that you have access to the account.



1. Go to the “Money out” page in your account
2. Select “Withdraw to my bank account”.
3. Click on “Verify micro deposit” to make a bank transfer withdrawal.

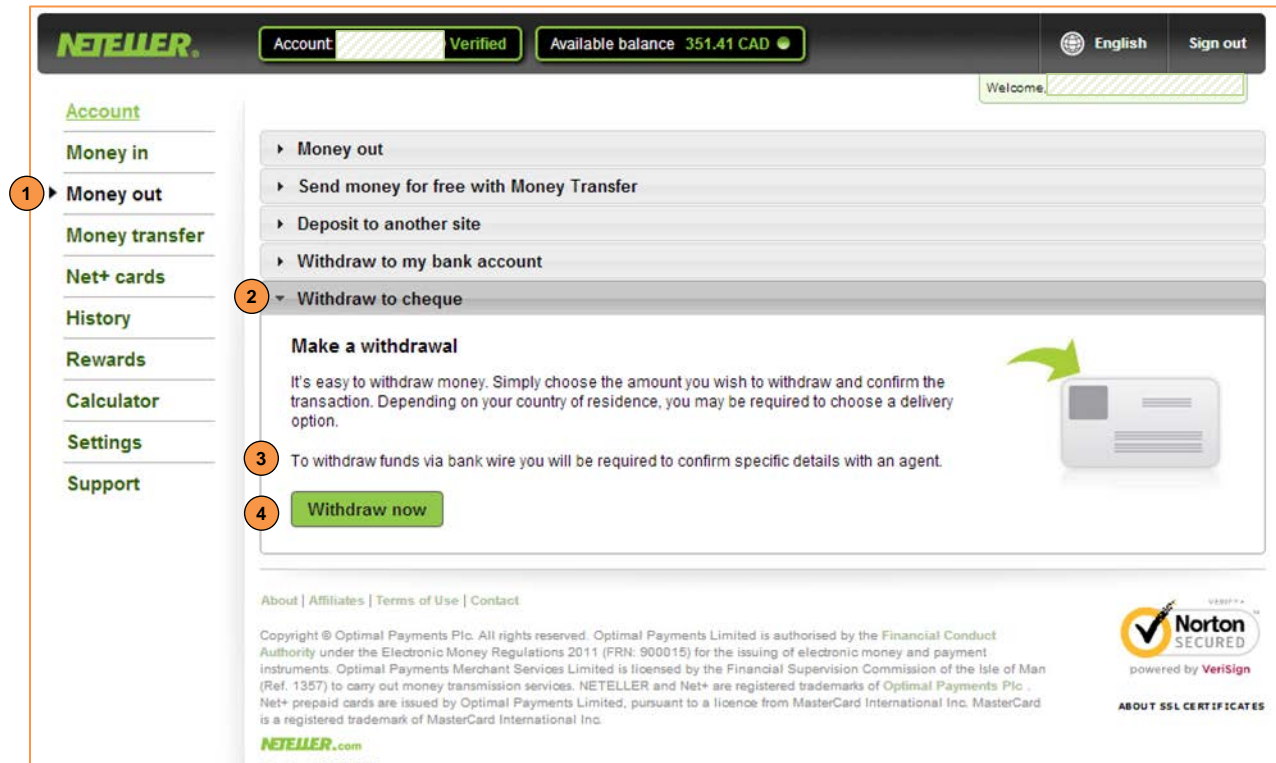
1. Enter the deposit amount NETELLER sent to your bank. Make sure to only submit two digits, with no decimal or comma sign.
2. Select “Continue” to verify your bank account.

This screen will appear to indicate that you have successfully verified your bank account and it is now available for use. Note: You can only have one bank account linked to your NETELLER Account at one time.

If you wish to change your verified bank account, select the bank link found on the account summary page to remove the current bank and add a new one.

### 4.3 Cheque Withdrawal

The Cheque withdrawal option is available to all our members. Please note that we recommend that members from New Zealand and Australia use a bank draft instead.



1. To initiate the withdrawal, select the “Money out” tab.
2. Choose the “Withdraw to cheque” option.
3. To withdraw funds via bank wire you will be required to confirm specific details with an agent.
4. Select “Withdraw now”.

## Step 1

**Making a withdrawal** [X]

Please provide the following details:

1 Withdrawal amount  CAD

2 Deliver by

3  1 2 3

**Withdrawal limits**

Min. amount	20.00 CAD
Max per transaction	100,000.00 CAD

**Fees\***

Delivery fee	0.00 CAD
--------------	----------

\* FX fee may be applied to withdrawal amount.

All fields required

On this screen, you will be asked to:

1. Enter the withdrawal amount (this will be in the currency of your NETELLER Account).
2. Choose either “Regular Mail” for standard delivery or “FedEx” for express delivery (if presented with the option).
3. Select “Continue” to proceed with the transaction.

Note: You are allowed to request one cheque withdrawal within a 24-hour period. Please, confirm the address is correct prior to requesting a cheque withdrawal. The cheques will be delivered to the address specified in your account settings. The minimum and maximum amounts for a cheque withdrawal vary, depending on the currency of your NETELLER Account.

## Step 2

**Making a withdrawal**

Please confirm the details for withdrawal are correct:

From	NETELLER account
To	Cheque
Transaction amount	<b>31.98 GBP</b>
Delivery fee	<b>7.50 EUR</b>
FX rate	<b>1 GBP = 1.3289201 EUR*</b>
Amount	<b>50.00 EUR</b>

1 Confirm

2 Cancel

3 Edit

1 2 3

\*The foreign exchange (FX) rate applied by NETELLER is a daily interbank market rate (selected from customary industry sources) plus a foreign exchange processing fee of 2.95%. Any conversion carried out by third parties prior to the relevant amount being deposited into your NETELLER account (e.g. by your credit card company) will be made using rates selected by those third parties and NETELLER shall have no responsibility for those conversions. Display is limited to 8 digits.

Cheque withdrawal requests will be processed in the order they are recieved.

Please allow up to 24 hours for your transaction to be processed.

For more information, check the [NETELLER FAQ](#)


On this page you will be able to confirm your withdrawal information.


1. Select "Confirm" to accept the fees and proceed with the transaction.
2. Select "Cancel" to stop the transaction.
3. Select "Edit" to change the transaction details.

The effective exchange rate NETELLER applies is the daily interbank market rate (selected from customary industry sources) plus a foreign exchange processing fee of 2.95%. Any charges converted by third parties prior to being submitted to NETELLER have been converted at rates selected by those third parties.

### Step 3

Making a withdrawal



**Your cheque withdrawal request has successfully completed.** 

Please allow up to 24 hours to process your request.

From	NETELLER account
To	Cheque
Transaction amount	<b>31.98 GBP</b>
Delivery fee	7.50 EUR
FX rate	1 GBP = 1.3289201 EUR*
Amount	50.00 EUR

1

Close

1

2

3

This last screen features all of the information about your successful cheque withdrawal request.

1. Select “Close” to exit this page and return to your NETELLER Account “Money out” page.

Note: The cheque withdrawal requests will be processed in the order they are received. Please allow up to 24 hours for your transaction to be processed.



**NETELLER** Account: [Verified] Available balance 92.14 EUR English Sign out

Welcome [User Name]

To view your points - Visit the Rewards page

**2 Transaction history**  
Select a transaction to view additional details below.

All transactions Last 10 Refresh Export

Transaction Type	Credit/Debit	Status	Date
Cheque withdrawal (regular international mail)	-50.00	Pending	27-05-2014
Visa credit	22.00	Declined	27-05-2014
Visa credit	20.00	Declined	27-05-2014
Visa credit	18.00	Declined	27-05-2014
Visa credit	18.00	Accepted	27-05-2014
Visa credit	17.00	Accepted	27-05-2014
Visa credit	16.00	Accepted	27-05-2014
Visa credit	16.00	Accepted	27-05-2014
Visa credit	16.00	Accepted	27-05-2014
Representment	20.00	Declined	27-05-2014

**3**

**4 Transaction details**

Type:	Cheque withdrawal (regular international mail)	Transaction Amount:	31.98 GBP
ID:	[Masked]	Effective FX Rate:	1 GBP = 1.32892010 EUR
Card:	--	Service Fee:	7.50 EUR
Description:	--	Total Amount:	50.00 EUR
Date:	27-05-2014		
Status:	Pending		

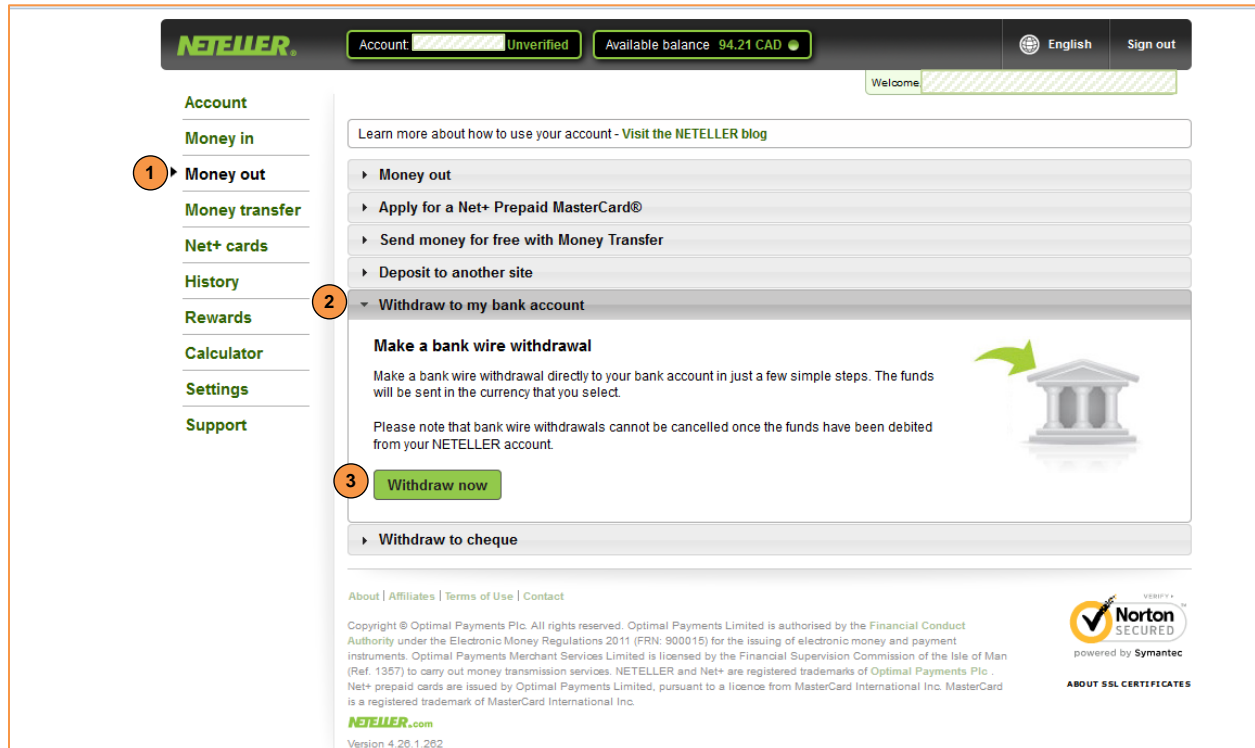
Only records from the past one year are available. Please contact NETELLER's [customer support team](#) for records older than one year.

The foreign exchange (FX) rate applied by NETELLER is a daily interbank market rate (selected from customary industry sources) plus a foreign exchange processing fee. Any conversion carried out by third parties prior to the relevant amount being deposited into your NETELLER account (e.g. by your credit card company) will be made using rates selected by those third parties and NETELLER shall have no responsibility for those conversions. Display is limited to 8 digits.

1. You can view your withdrawal transaction by going to the History page in your NETELLER Account.
2. Look for the Transaction history tab.
3. Select the transaction called Cheque withdrawal.
4. See the cheque withdrawal transaction details.

## 4.4 Member Wire

**Member Wire** withdrawals are available to members worldwide except members from supported European countries who can withdraw directly to their bank account using the Bank Transfer withdrawal option.



1. To initiate a Member Wire withdrawal, select the “Money out” page in your NETELLER Account.
2. Click on “Withdraw to my bank account”.
3. Select “Withdraw now” to withdraw money by member wire.

## Step 1

**Add a bank account** [X]

Please enter your bank account details.

**Full name on bank statement**  
1 [ ] ?

**Account number**  
2 [ ] ?

**Swift (BIC) Code**  
3 [ ] ?

**Branch code**  
4 [ ]

**Bank name**  
5 [ ]

**City**  
6 [ ]

**Country**  
7 [ ]

**Currency**  
8 [ Canadian Dollar (CAD) ▼ ]

9 [ Continue ] 1 2 3 4 5 6

To initiate a Bank Wire withdrawal, you will need to have your bank account registered with NETELLER. If you have not registered your bank account yet, you will be asked to enter this information:

1. First and last name on the bank account.
2. Bank account number.
3. Swift or BIC code.
4. Branch code.
5. Bank name.
6. City you live in.
7. Country.
8. Select your currency.
9. Click on "Continue" to proceed with the transaction.

## Step 2

Add a bank account

Please review the following information for accuracy. If correct select "confirm" to continue, or select "edit" to change the information provided.

Beneficiary	
Account number	
Swift (BIC) Code	
Branch code	
Bank name	
City	
Country	
Currency	CAD


1 Confirm 2 Edit 1 2 3 4 5 6

This screen will ask you to review your bank details, and:

1. Click on "Confirm" if the information is correct, or
2. Click on "Edit" if you need to make corrections.

## Step 3

Making a withdrawal


Please provide the following details:

Withdrawal amount		CAD
-------------------	--	-----

1 100 CAD

2 Continue 1 2 3 4 5 6

**Withdrawal limits**

Min. amount	50.00 CAD
Max per transaction	500.00 CAD

**Fees\***

Withdrawal fee	17.00 CAD
----------------	-----------

\* FX fee may be applied to withdrawal amount.


All fields required

On this page you will need to provide:

1. The amount you want to withdraw.
2. Click on "Confirm" to proceed with the transaction.

## Step 1

Making a withdrawal



Please confirm the following bank transfer information:

Account Number	
Routing Number	
Bank Name	
City	
Country	Japan
Withdrawal amount	60.00 CAD

1 ☒ I agree to let NETELLER make a funds transfer to this bank account.


2 **Continue** 3 Cancel 4 Edit 5 Remove Bank 1 2 3 4

If you have already registered your bank account with NETELLER, you will only need to confirm your bank account information when you initiate a Member Wire withdrawal. In order to complete the transaction, you will need to:

1. Check the square box to agree and let NETELLER make a funds transfer to this bank account.
2. Click on “Continue” to proceed with the transaction.
3. Click on “Cancel” to stop the transaction withdrawal request.
4. Click on “Edit” to modify your bank account details.
5. Click on “Remove” to remove this bank account and add a new one.


## Step 2

Making a withdrawal



Please confirm the following bank transfer information:

From	NETELLER account
To	
Bank currency	CAD
Transaction amount	43.00 CAD
Processing fee	17.00 CAD
Amount	60.00 CAD

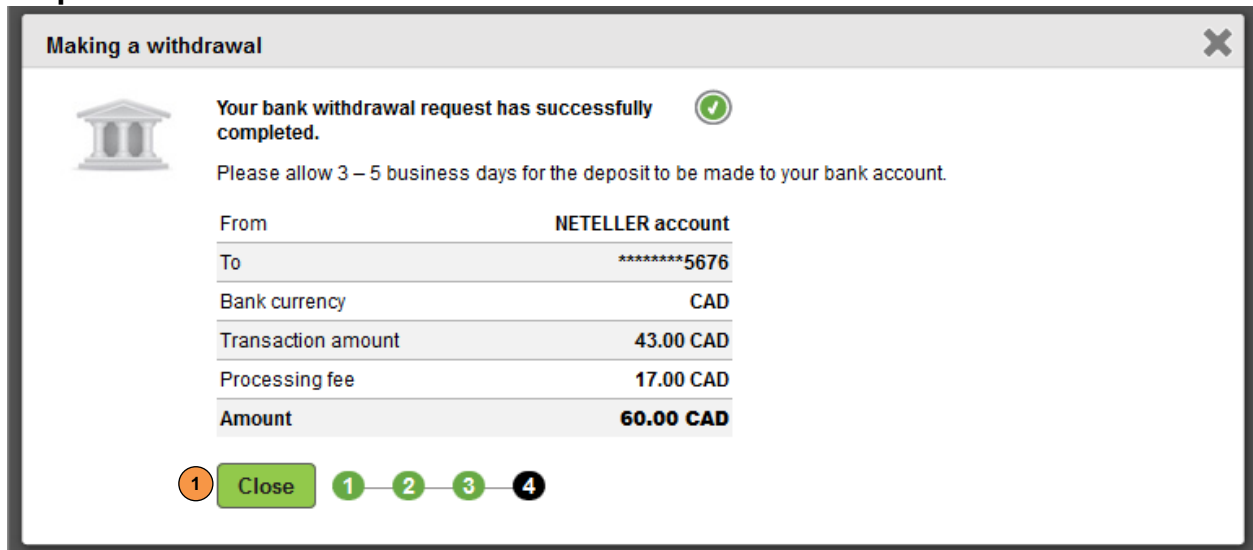


This withdrawal will appear in your account as pending until your funds are deposited to your bank.

1 **Continue** Cancel Edit Remove Bank 1 2 3 4

1. Click on “Continue” if the information is correct and to proceed with the member wire withdrawal transaction.

### Step 3



This last screen features all of the information about your successful Member Wire.

1. Select “Close” to exit from this page.

Note: Member Wire withdrawals will be processed within 3 - 5 business days from the date of request.

## 5.0 Money Transfer

With NETELLER's Money Transfer option you can send funds to friends and family members in any of our serviced countries around the world, even if they are not NETELLER members.

**NETELLER.** Account Verified Available balance 0.00 GBP English Sign out

Welcome,

**Account**

**Money in**

**Money out**

**1** **Money transfer**

**Net+ cards**

**History**

**Rewards**

**Calculator**

**Settings**

**Support**

Learn more about how to use your account - [Visit the NETELLER blog](#)

**Send money for free with Money Transfer**

**Free instant money transfers**

Money Transfer is now more than just fast and secure: it's also free. Whether you're sending money internationally or around the corner, you can get your money where it needs to go in a matter of minutes. As long as you have an email address for the recipient, you can send money to anyone, even if they don't have an account yet. And now you can do it all with no transaction fees\*.

**2** **Transfer money**

\*Discounted rate is 0%, reduced from our standard 1.9% fee. Foreign exchange (FX) fee is charged where applicable.

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**NETELLER.com**

Version 4.26.5.280

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1. To initiate this transfer, select the “Money transfer” option.
2. Select “Transfer money” to send money for free with money transfer.

## Step 1

**Money Transfer**

Please provide the following details:

1 Your NETELLER Secure ID\* ex: 654321

2 [Retrieve \\*\\*](#)

3 **Money Transfer limits**

Min amount	3.75 GBP
Max per transaction	3,750.00 GBP

\*\* Retrieving your secure ID will abandon this transaction request.

4 Recipient email address\*

5 Transfer amount\* Currency\* 6 Select...

7 Personal message

0 characters entered - 140 maximum

8 **Continue** 9 **Cancel** 1 2 3

\* required

To complete the Money Transfer, you will need to:

1. Enter your 6 digit NETELLER Secure ID.
2. If you can't remember your NETELLER Secure ID, it can be returned by clicking the "Retrieve" link. Please, note that retrieving your Secure ID will end this transaction request.
3. Note the minimum and maximum limits for Money Transfer transactions.
4. Provide the recipient's email address, if it is a new recipient.
5. Enter the amount you want to send.
6. Choose the currency. You can either choose the currency of your NETELLER Account (the recipient would pay foreign exchange) or you can choose the currency of the recipient (you would pay the foreign exchange).
7. Enter a short personal message to go with the transfer (optional).
8. Select "Continue" to proceed with the transaction.
9. Select "Cancel" to cancel this transaction.

Note: when the recipient of the funds is a NETELLER member they will receive email notification they had received a Money Transfer and the funds are available immediately. If the recipient does not have a NETELLER Account they will receive an email explaining you are trying to send them funds and to register for a NETELLER Account within 30 days to receive the funds.



## Step 2

Please confirm the details for this money transfer are correct:

Recipient	<input type="text"/>
Recipient currency	AUD
Transaction amount	10.00 AUD
FX rate	1 AUD = 0.81875013 USD
Processing fee	FREE*
Amount	8.19 USD

**Money Transfer fees**

\* Discounted rate is 0%, reduced from our standard 1.9% fee.

Recipients without a NETELLER account will be required to sign up before accepting a money transfer.

Learn more about money transfers from the [NETELLER FAQ](#).

1

Confirm

2

3

Edit

3

Cancel

1

2

3


The foreign exchange (FX) rate applied by NETELLER is a daily interbank market rate (selected from customary industry sources) plus a foreign exchange processing fee of 2.95%. Any conversion carried out by third parties prior to the relevant amount being deposited into your NETELLER account (e.g. by your credit card company) will be made using rates selected by those third parties and NETELLER shall have no responsibility for those conversions. Display is limited to 8 digits.

Here you will be able to confirm your Money Transfer information.

1. Select "Confirm" to proceed with the transaction. Please note, once you click confirm the transfer is complete and CANNOT be returned.
2. Select "Edit" to modify the transaction details.
3. Select "Cancel" to cancel this transaction.

Note: Recipients without a NETELLER Account will be required to sign up before accepting a Money Transfer. If not done within 30 days, funds will be returned to you on day 31<sup>st</sup>.

### Step 3



**! Your money transfer request is being processed.**

Date	28-05-2014
Transaction ID	1

**Transaction amount** 10.00 AUD  
amount transferred to qatestemail@neteller.com

---

**Amount** 8.19 USD  
amount debited from your NETELLER account

---

Please print this page and keep for your records.

**! This money transfer will appear in your account as pending until the transaction is accepted by the recipient.**

You may view or cancel this transaction on the [transaction history page](#).

Learn more about money transfers from the [NETELLER FAQ](#).

1

2

Print

Close

1

2

3

The foreign exchange (FX) rate applied by NETELLER is a daily interbank market rate (selected from customary industry sources) plus a foreign exchange processing fee of 2.95%. Any conversion carried out by third parties prior to the relevant amount being deposited into your NETELLER account (e.g. by your credit card company) will be made using rates selected by those third parties and NETELLER shall have no responsibility for those conversions. Display is limited to 8 digits.

This last screen confirms that your Money Transfer was successful.

1. Select "Print" if you would like to print a copy of this page.
2. Select "Close" to exit this page.

Note: This Money Transfer will appear in your account as pending until the transaction is accepted by the recipient. You may view or cancel this pending transaction on the transaction history page.

## 6.0 Net+ Prepaid MasterCard®

With a NETELLER Account you have access to our Net+ Prepaid MasterCards. The cards can be used anywhere MasterCard is accepted worldwide, and because they are linked to the balance in your account you get instant access to the money in your NETELLER Account whether you are online or in a shop.

There are two types of Net+ cards available: plastic and virtual.

### 6.1 Net+ Prepaid MasterCard® - plastic

The Net+ plastic card looks, acts and functions like a traditional debit card. It is a physical card that employs Chip and PIN technology to increase your security. You can make withdrawals at ATMs and purchases online or at retail locations which accept MasterCard.

The screenshot shows the NETELLER user interface. At the top, there's a header with the NETELLER logo, account status (Verified), and available balance (26.37 CAD). A sidebar on the left contains menu items: Account, Money in, Money out, Money transfer, **Net+ cards** (highlighted with a red circle and number 1), History, Rewards, Calculator, Settings, and Support. The main content area features the Net+ logo and a description of the service. Below this, there are two main sections: 'Net+ Prepaid MasterCard®' (plastic) and 'Net+ Virtual Prepaid MasterCard®'. The plastic card section includes a description, benefits (instant cash withdrawals, worldwide use, no fees), and a 'Get a plastic card' button (highlighted with a red circle and number 2). The virtual card section includes a description, benefits (free first card, instant access, up to 5 virtual cards), and a 'Get a virtual card' button. At the bottom, there's a section with links to FAQs and a contact number (highlighted with a red circle and number 3).

1. To receive your Net+ plastic card simply sign in to your NETELLER Account and select "Net+ cards".
2. Select "Get a plastic card".
3. Report a lost or stolen card immediately.

## Step 1

**Add a Net+ Prepaid MasterCard**

Select the currency you most frequently transact with to save on foreign exchange fees.

1 Card currency\* EUR ?

2 Address

3 Shipping & handling 10.00 EUR ?

4 Submit 5 Change address 6 Cancel \* Required

To request a Net+ plastic card, you will be asked to:

1. Choose the card currency you would like your Net+ card to be in. To save on foreign exchange fees, we recommend that you select the currency that you will be using most for purchases or withdrawals.
2. Verify that the mailing address registered to your NETELLER Account is accurate. Your card will be sent there.
3. Information telling you that a shipping and handling fee applies.
4. Click on “Submit” to proceed with the card application.
5. Click on “Change address” to update your mailing address.
6. Select “Cancel” to stop the card application process.

## Step 2

**Add a Net+ Prepaid MasterCard**

**Net+** Your request for a Net+ Prepaid MasterCard® card has been accepted. Your card will be mailed to the following address.

Card currency EUR

1 Ship to:

Based on your region card delivery is estimated between 2 and 21 business days.

2 Continue

This is a confirmation page saying your request has been submitted.

1. If the application has been approved, your card will be sent to the email address listed here. Card delivery can take up to 21 business days.
2. Select “Continue” to exit this window.

## 6.2 Net+ Prepaid MasterCard® activation

Once you have applied for a Net+ plastic card, your Net+ cards page will look like this:

**NETELLER.** Account:  Verified Available balance 26.37 CAD English Sign out

Welcome.

**Account**  
Money in  
Money out  
Money transfer  
► **Net+ cards**  
History  
Rewards  
Calculator  
Settings  
Support

**Net+** An award-winning, private and secure service to our customers. We've designed the Net+ Prepaid MasterCard® to give you the freedom to spend your money wherever you want, with the peace of mind guaranteed by our industry-leading secure payment systems.

**Net+ Prepaid MasterCard®**

With no application or monthly fees, the plastic Net+ card is designed to give you an extra level of security and convenience anytime you need to pay. And because it is linked to your account, the card gives you instant access to your money whether you're online or in a shop.

- Instant cash withdrawals at ATMs worldwide
- Can be used anywhere MasterCard is accepted
- No monthly or dormancy fees ([view all fees](#))

**1** Your card was issued on 02-JUN-14\*

Once you have received your card, simply activate it and use your card anywhere MasterCard is accepted.

**2** [Activate card](#)

\* Based on your region card delivery is estimated between 2 and 21 business days.

**Net+ Virtual Prepaid MasterCard®**

Deposit money into your account and you can use your virtual card on any site where MasterCard is accepted.

- Your first card is FREE with your account!
- Get instant access to your NETELLER funds
- Add up to 5 Net+ virtual card
- Set optional lifetime limits to help manage your spending

**Get started with Net+ virtual**

Click below to set up your FREE Net+ Virtual Prepaid MasterCard. As a verified member you can add up to 5 unique virtual cards!

[Get a virtual card](#)


Find everything you need to know about the Net+ Prepaid MasterCard - including transaction limits and fees - in the [Net+ Physical Prepaid MasterCard FAQ](#) and the [Net+ Virtual Prepaid MasterCard FAQ](#)

Please contact us immediately at +1.403.212.3025 to report lost or stolen cards, unrecognized transactions or compromised card numbers.


1. Status on your card indicates it was issued on 2 June 2014.
2. Once you receive your card, click on “Activate this card” to activate your card.

Please, note that for certain countries, once you activate your Net+ card, your account status will change from Unverified to Verified, as per section 3, Option 1.

## Step 1



An award-winning, private and secure service to our customers. We've designed the Net+ Prepaid MasterCard® to give you the freedom to spend your money wherever you want, with the peace of mind guaranteed by our industry-leading secure payment systems.



**Net+ Prepaid MasterCard®**

The Net+ Prepaid MasterCard is linked to the balance in your NETELLER eWallet. To load your card simply put money into your NETELLER account.

- Instant cash withdrawals at ATMs worldwide
- Can be used anywhere MasterCard is accepted
- No monthly or dormancy fees ([view all fees](#))
- A shipping and handling fee of 10.00 EUR

**Your card was issued on 26-FEB-14\***

Once you have received your card, simply activate it and use your card anywhere MasterCard is accepted.

**1 Activate card**


\* Based on your region card delivery is estimated between 2 and 21 business days.

Once you have received your card in the mail you will need to activate it. Go to the Net+ cards tab in your NETELLER Account and:

1. Select “Activate card”.

## Step 2

**Activate your Net+ card** ✕



Enter the card number and CVC code from the Net+ card we sent you to activate it. Activating your card will allow you to start using it immediately.

**Card Number**

**1**

**CVC**

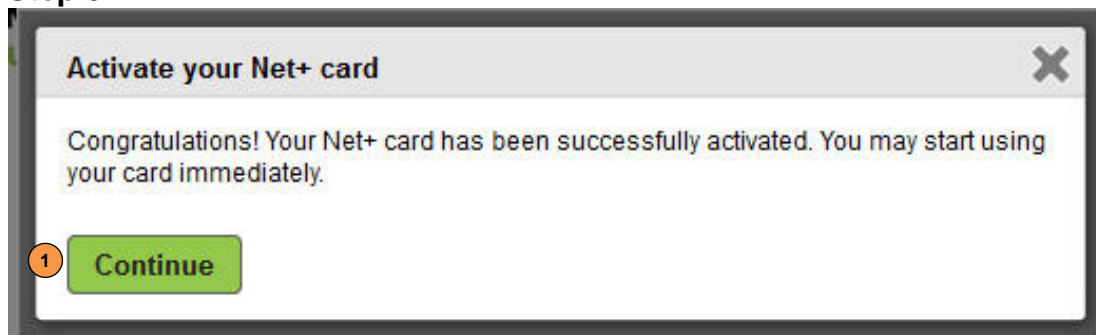
**2**  ?

**3** **Activate my card**

All fields required

1. Key in your new card number.
2. Key in the 3 digit CVC found on the back of your new card.
3. Select “Activate my card” to activate you Net+ card.

### Step 3



Congratulations! Your Net+ card has been successfully activated.

1. Select "Continue" to start using your card immediately.



## 6.3 Net+ Prepaid MasterCard® - virtual

The Net+ virtual card allows you to use the funds in your NETELLER Account to make online purchases wherever MasterCard is accepted. Your first card is FREE and is included with your NETELLER Account. This card gives you instant access to your funds and provides you with optimal security when shopping online.

Note: You must have a positive account balance before you can start using the Net+ Virtual Prepaid MasterCard. Verified members can add up to 5 Net+ virtual cards.

**NETELLER** Account: Unverified Available balance: 0.00 CAD English Sign out

Welcome,

**Account**  
Money in  
Money out  
Money transfer  
**1** Net+ cards  
History  
Rewards  
Calculator  
Settings  
Support

**Net+** An award-winning, private and secure service to our customers. We've designed the Net+ Prepaid MasterCard® to give you the freedom to spend your money wherever you want, with the peace of mind guaranteed by our industry-leading secure payment systems.

**Net+ Prepaid MasterCard®**

With no application or monthly fees, the plastic Net+ card is designed to give you an extra level of security and convenience anytime you need to pay. And because it is linked to your account, the card gives you instant access to your money whether you're online or in a shop.

- Instant cash withdrawals at ATMs worldwide
- Can be used anywhere MasterCard is accepted
- No monthly or dormancy fees ([view all fees](#))
- A shipping and handling fee of 13.00 CAD

**2** You must have a balance of at least 13.00 CAD and verify your account before you can start using the Net+ Prepaid MasterCard®

1. Put money into your account
2. Verify your account

[Get a plastic card](#)

**Net+ Virtual Prepaid MasterCard®**

Deposit money into your account and you can use your virtual card on any site where MasterCard is accepted.

- Your first card is FREE with your account!
- Get instant access to your NETELLER funds
- Add up to 5 Net+ virtual card
- Set optional lifetime limits to help manage your spending

**3** **Get started with Net+ virtual**

Click below to set up your FREE Net+ Virtual Prepaid MasterCard. As a verified member you can add up to 5 unique virtual cards!

[Get a virtual card](#)

Find everything you need to know about the Net+ Prepaid MasterCard - including transaction limits and fees - in the [Net+ Physical Prepaid MasterCard FAQ](#) and the [Net+ Virtual Prepaid MasterCard FAQ](#)

Please contact us immediately at [+1.403.212.3025](tel:+14032123025) to report lost or stolen cards, unrecognized transactions or compromised card numbers.

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[NETELLER.com](#)

Version 4.26.7.294

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Getting the Net+ Virtual Prepaid MasterCard is easy and free. Simply:

1. Go to the Net+ cards section
2. Click on “Get a virtual card”
3. Call the listed telephone number should you notice unrecognized transactions or compromised card numbers.

## Step 1

To use your virtual card, you must have money in your account.

**Add a Net+ Virtual Prepaid MasterCard**

**Net+** Complete this form to add your free Net+ Virtual Prepaid MasterCard®.

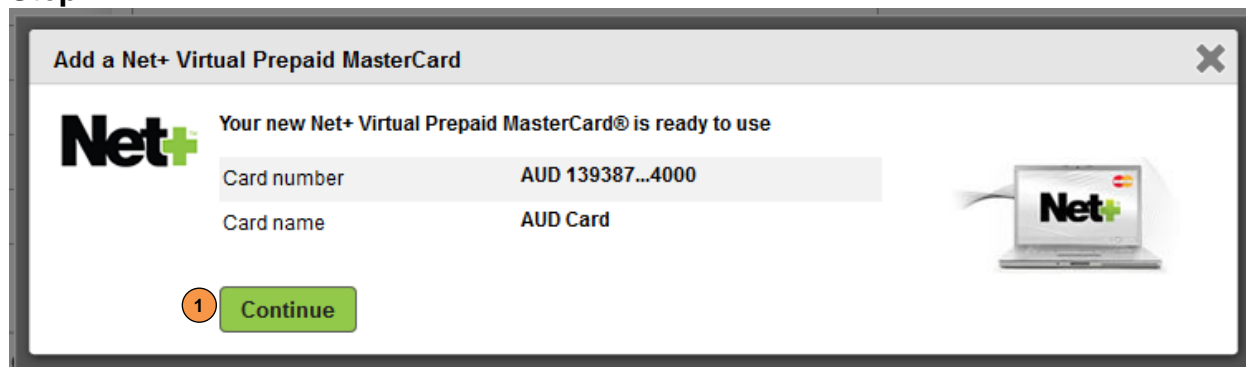
Want more control? Verify your account to add up to 5 virtual cards and set optional lifetime limits.

- Card currency: GBP
- Card name (Optional):
- NETELLER secure ID: ex: 654321 [Retrieve](#)
- Administrative fee: FREE
- [Submit](#) [Cancel](#)

To get your first (free) Net+ virtual card, you will need to enter the following information:

1. Choose the card currency that you would like your virtual card to be in. To save on foreign exchange fees, we recommend that you select the currency that you will be using most for purchases.
2. Name this card to your preference. This field is optional, however if you choose to use it, the card name can be 25 characters long and must not be the same as an existing virtual card name.
3. Enter your 6-digit Secure ID number. Click on “Retrieve” if you forgot your NETELLER Secure ID number.
4. Your first card is FREE and is included with your NETELLER Account.
5. Click on “Submit” to proceed with you Net+ virtual card application.
6. Click on “Cancel” to cancel your virtual card application.

## Step 2



This page confirms your Net+ Prepaid Virtual MasterCard® is ready to use.


1. Click on "Continue" to start using your virtual card.

When you start using your Net+ virtual card, you will be able to see the following page:

**Net+ Virtual**

**Net+ Virtual Prepaid MasterCard®**  
Use your virtual card on any site where MasterCard is accepted.

Want more control?  
Verify your account to add up to 5 virtual cards and set optional card limits.  
[Verify now](#)

MMM Amazon Shopping Card  4

Number Net+ CAD xxxx-7777  
Status Active 10-JUL-11

1 Transaction history  
2 Rename card  
3 Cancel card


**Net+™** MasterCard  
4444 5555 6666 7777  
CVW 999  
EXP 99/99  
For Electronic Commerce Use


Lifetime limit tracker

Limit	200.00 CAD
<input type="checkbox"/> Spent	0.00 CAD
<input checked="" type="checkbox"/> Remaining	200.00 CAD

[Clear](#)

On this page you can:

1. Click on “Transaction history” to view your transactions.
2. Click on “Rename card” to provide a different name to your virtual card.
3. Click on “Cancel card” to cancel this virtual card.
4. To select a different Net+ virtual card, you will need to click on the green arrow () in the drop down menu, as shown in the image below.

MMM Amazon Shopping Card 

MMM Amazon Shopping Card

AAA Apple App Store Card

Transaction history

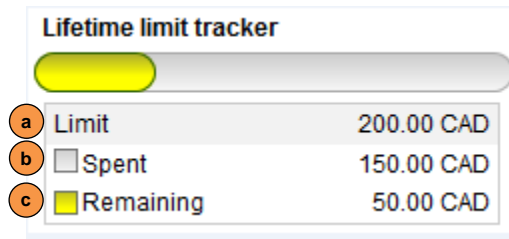
Rename card

Cancel card

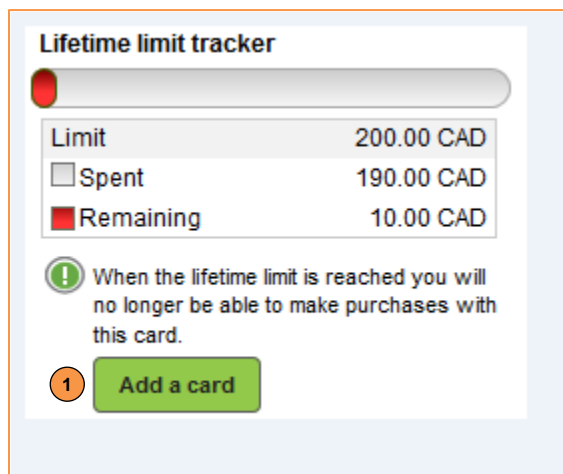
## 6.4 Lifetime limit tracker

The Lifetime limit tracker indicates how much you have transferred using this virtual card.

The image below shows: a) your lifetime limit amount, b) the amount spent and c) the amount remaining:



When you are getting close to reaching the lifetime limit of a card, the tracker colour will turn red.



The red colour means that you are nearly at the lifetime limit of your card. When you have reached the lifetime limit, you will no longer be able to make purchases with the card.

However, you have the option to add a new virtual card.

1. Click on “Add a card” to request a new Net+ virtual card.

Remember to verify your NETELLER Account in order to be able to add up to 5 virtual cards and set optional card limits.

By selecting the “Rename card” option, you will get the following page:

1. Enter your new card name in the provided field.
2. Click on “Submit” to proceed with your virtual card card name change.
3. Click on “Cancel” to cancel the request for your card name change.

### Step 1

If you proceed with your virtual card name change, by clicking on “Submit”, you will get the following screen, confirming your virtual card name has been changed.

1. Select “Close” to exit this page

## Step 2

By selecting the “Cancel card” option, you will get the following page:

Cancel your virtual card

**Net+** There will be an administration fee of 0.00 CAD for your next virtual card

Card Number: CAD 541591...5072

Card name: amazon card

1 Yes No 2

1. Select “Yes” to proceed with your virtual card cancellation.
2. Choose “No” if you do not want to cancel this card.

## Step 3

If you choose to proceed with your virtual card cancellation, you will see the following screen, which confirms that the card has been cancelled:

Cancel your virtual card

**Net+** Cancel your Net+ Virtual Prepaid MasterCard®

Your Net+ Prepaid Virtual MasterCard has been cancelled.

Card number: Net+ CAD xxxx-1234

Card name: Amazon shopping card New

1 Close

1. Select “Close” to exit this page.

NETELLER Accounts permit a maximum of 5 active virtual cards at a time.

**Account**

- Money in
- Money out
- Money transfer
- 1 Net+ cards**
- History
- Rewards
- Calculator
- Settings
- Support

**Net+** An award-winning, private and secure service to our customers. We've designed the Net+ Prepaid MasterCard® to give you the freedom to spend your money wherever you want, with the peace of mind guaranteed by our industry-leading secure payment systems.

**Net+ Prepaid MasterCard®**

CAD 541592...7695 Active 12-SEP-12

[Retrieve PIN](#) [Transaction history](#)

[Previous cards](#)

With no application or monthly fees, the plastic Net+ card is designed to give you an extra level of security and convenience anytime you need to pay. And because it is linked to your account, the card gives you instant access to your money whether you're online or in a shop.

**Net+ Virtual Prepaid MasterCard®**

Deposit money into your account and you can use your virtual card on any site where MasterCard is accepted.

**2** ▼ CAD 541591...9635

CAD 541591...9635 Active 22-May-13

[Rename card](#)

**3** [Cancel card](#)

▶ Card 4

▶ Card 3

▶ Card 2

▶ Card 1

[Previous cards](#)

**Live chat support!**

[Click here](#)

**Request a call**

Find everything you need to know about the Net+ Prepaid MasterCard - including transaction limits and fees - in the [Net+ Physical Prepaid MasterCard FAQ](#) and the [Net+ Virtual Prepaid MasterCard FAQ](#)


Please contact us immediately at +1.403.212.3025 to report lost or stolen cards, unrecognized transactions or compromised card numbers.

To see how many virtual cards you have issued to your NETELLER Account:

1. Go to Net+ cards page.
2. View the card 'count' in the Net+ Virtual Prepaid MasterCard® section.  
This same message will appear if you try to add more than 5 virtual cards to your account.
3. To cancel a Net+ virtual card, click on "Cancel card" link.



Add a virtual card




Add a Net+ Virtual Prepaid MasterCard® with optional lifetime limit

MMM Amazon Shopping Card (Net+ USD xxx-1234) has been cancelled.

Complete this form to add a new Net+ Virtual Prepaid MasterCard®.

1	Card currency*	CAD	?
2	Card name		?
3	Lifetime limit		?
4	NETELLER Secure ID*		ex: 654321 Retrieve *
5	Administrative fee	3.00 USD	?
6	<div> <div>Submit</div> <div>Cancel</div> </div>		* Required



This page confirms that your selected Net+ virtual card was cancelled.

You may now request a new virtual card with an optional lifetime limit, by entering the following information:

1. Choose the card currency you would like your new virtual card to be in. To save on foreign exchange fees, we recommend that you select the currency that you will be using most for purchases or withdrawals.
2. Name this card to your preference.
3. Choose a lifetime limit for this card. Adding a lifetime limit allows you to restrict the amount you can spend with this card, but does not reserve funds in your account.
4. Enter your 6-digit Secure ID number. \* Click on “Retrieve” if you forgot your NETELLER Secure ID number.
5. An administrative fee will be charged for this virtual card.
6. Click on “Submit” to proceed with you new Net+ virtual card application.
7. Click on “Cancel” to cancel your new virtual card application.

## 7.0 Customer Rewards

As a NETELLER member, you have access to some great member rewards. You can earn money for every friend you refer to us, gain access to one of the best VIP programs in the industry and register to win cash prizes through our promotions.

Plus, by joining our Reward Points program, you earn points every time you use your NETELLER Account which can be redeemed for cash or merchandise from our Reward Points store.

### 7.1 NETELLER Reward Points

**NETELLER.** Account: [Verified] Available balance 26.37 CAD English Sign out

Welcome, [User Name]

**Account**  
Money in  
Money out  
Money transfer  
Net+ cards  
History  
**1** ▶ **Rewards**  
Calculator  
Settings  
Support

Visit our Merchant Showcase for the best offers online!

▶ Rewards  
**2** ▼ **NETELLER Reward Points**

**Loyal members get rewards**  
Join our Reward Points program and you can earn rewards when you use NETELLER. Just sign in to your account and select the "Reward Points" to start collecting points. Every time you move money in or out of your account you'll earn 1 reward point for each USD or equivalent\*. Platinum and Diamond NETELLER VIPs earn even more – 1.25 points for every USD for Platinum VIPs and 1.5 for Diamond VIPs.

**Redeem your points**  
When you've built up enough, redeem your Reward Points for electronics, gift cards, or even a cash credit deposited back into your account.

**Reward points**

\* Excludes Money Transfer transactions.

▶ Refer a Friend  
▶ NETELLER VIP  
▶ Affiliate program  
▶ Merchant Showcase

About | Affiliates | Terms of Use | Contact | Visit mobile site

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**Norton SECURED**  
powered by Symantec  
ABOUT SSL CERTIFICATES

1. To join the Reward Points program, select the "Rewards" link.
2. Select the "NETELLER Reward Points" section.

## Step 1

**NETELLER**

Promotions Shop Redeemed Points history English Back to your account

Welcome Daniel! You have 0 points. You have Basic earning potential.

### NETELLER Rewards Program Rules

1. These are the Optimal Payments Limited ("NETELLER") terms and conditions of the NETELLER Rewards Program (the "Program"). Your participation in the Program is subject to these terms and conditions ("Program Rules"). If you participate in the Program you are responsible for reading these Program Rules to understand your rights, responsibilities and status in the Program. If you are a Qualifying Participant (defined in Section 2 below), you will be asked to agree to the Program Rules after you register for the Program. Upon agreeing to the Program Rules, you will be able to collect NETELLER Reward Points (as defined in Section 3 below) and then redeem them for Reward Items (as defined in Section 6 below) via the Program website which you can access from your NETELLER account. In addition to the Program Rules, participation in the Program and the use of Points is subject to any requirements and procedures communicated by NETELLER and the Program Operator (as defined in Section 6 below).
2. To be a "Qualifying Participant" in the Program you need to: a) be a current NETELLER account holder of a valid NETELLER account; b) be registered on the Program website; and c) be designated as the 'Primary Account Holder' of the relevant NETELLER account. Participation in the Program is limited to one Qualifying Participant per NETELLER account.
3. If you are a Qualifying Participant, one NETELLER Reward Point ("Points") will be issued to you for every \$1USD you put through a NETELLER account in connection with a Qualifying Transaction. A "Qualifying Transaction" is a money in or money out transaction using a NETELLER account comprising

**1** I Accept **2** No, thank you

Terms | Promotions | Shop | Points history | Wishlist | Help | © 2002-2014 Online Rewards

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**NETELLER.com**  
**NETELLER.com**

To complete the Reward Points registration process, you will need to review the Terms and Conditions of the NETELLER Reward Points program.

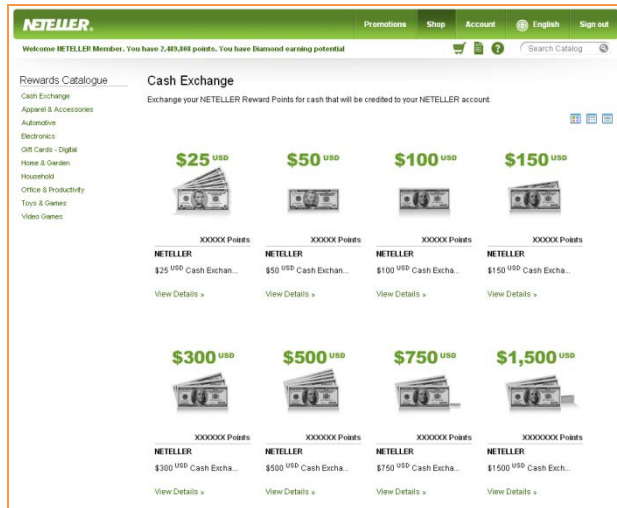
1. Select "I Accept" to accept the Program Rules and join the program.
2. Select "No, thank you" to cancel the registration process.

The screenshot displays the Neteller user interface. At the top, the Neteller logo is on the left, and account status (Account: [redacted] Verified) and available balance (26.37 CAD) are in the center. On the right, there are links for English and Sign out. Below the header, a 'Welcome' message is followed by a sidebar menu on the left with options: Account, Money in, Money out, Money transfer, Net+ cards, History, Rewards, Calculator, Settings, and Support. The main content area is titled 'Account summary' and includes a 'Setup' section with links for Money in, Net+ card, Virtual Card, and Get rewards. Below this is a 'Details' section showing account information like Account ID, Secure ID, Account type, Account level, Net+ prepaid card #, and Last successful sign in. On the right side of the main content area, there are two promotional banners: 'Visit Reward Points Store' (marked with a red circle and number 1) and 'WORLD FOOTBALL FEVER 60,000 USD GIVEAWAY' with a 'Register now' button. At the bottom right, there is an image of a laptop displaying the Neteller website.

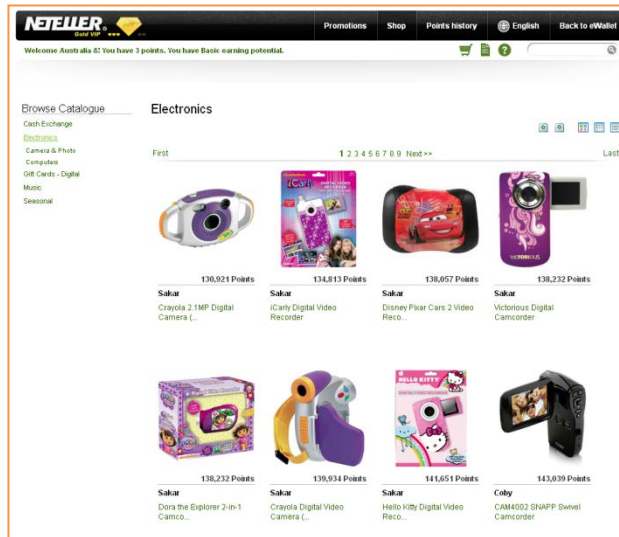
1. Select the “Visit Reward Points Store” banner to view your Reward Points balance and access the online store.

When you start earning points, you can redeem them in a variety of ways. These options vary by country, and may include:

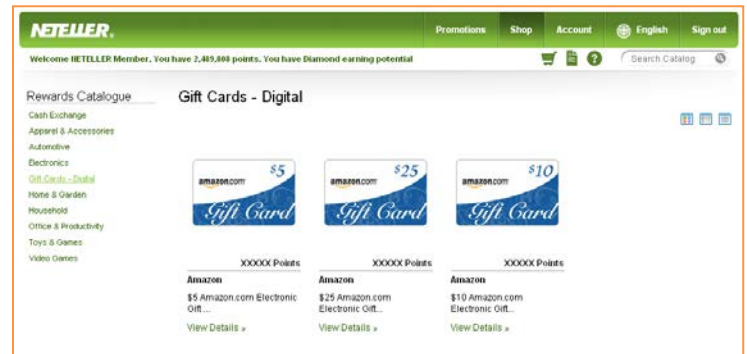
a) Cash



b) Merchandise



c) Digital gift cards



## Rewards Points Store

**NETELLER** Promotions Shop Account English Sign out

Welcome NETELLER Member. You have 2,489,808 points. You have Diamond earning potential

Search Catalog

**Rewards Catalogue**

- Cash Exchange
- Apparel & Accessories
- Automotive
- Electronics
- Gift Cards - Digital
- Home & Garden
- Household
- Office & Productivity
- Toys & Games
- Video Games

**My NETELLER Reward Points Account**

You can find details about your point account below. Click "Redeemed" to track any order you have placed.

**1 Redeemed**

Below is a summary of your point account where you can track your balance, as well as the total points you have earned and redeemed. Total refunded is the amount returned for canceled orders.

**2 Account Overview**

<b>Balance</b>	<b>2,489,808</b>
<b>Earned</b>	<b>3,145,684</b>
<b>Redeemed</b>	<b>655,876</b>
<b>Refunded</b>	<b>0</b>

**3 Rewards Point History**

Date	Reference	Withdrawal	Deposit
12/16/2011	Redeemed points for order	-655,876	
12/15/2011	Deposit description		+147,454
12/15/2011	Deposit description		+147,454
12/15/2011	Deposit description		+147,454
12/15/2011	Deposit description		+147,454
12/15/2011	Deposit description		+147,454
12/15/2011	Deposit description		+147,454
12/15/2011	Deposit description		+147,454

From the Reward Points store, you may:

1. Select "Redeemed" to view the status of any order you have recently placed.
2. View the "Account Overview" section to see your:
  - Reward Points Balance.
  - Reward Points Earned.
  - Reward Points Redeemed.
  - Reward Points Refunded.
3. View the "Rewards Point History" section to see a history of the points you have accumulated and redeemed.

## 7.2 Merchant Showcase

Visit our Merchant Showcase page through your NETELLER Account to find the most exciting offers and promotions from our favourite merchants.

**NETELLER.** Account **Unverified** Available balance 0.00 BGN English Sign out

Welcome, [Name]

**1** Account

- Money in
- Money out
- Money transfer
- Net+ cards
- History
- Rewards
- Calculator
- Settings
- Support

**Account summary**  
Here is a quick summary of your account details:

**Setup**

Money in	Put money in your account	?
Raise your limits	Verify your identity	?
Bank account	Add a bank account	?
Virtual Card	Generate a Net+ virtual card	?

**Details**

Account ID	[Redacted]
Secure ID	***** Retrieve Reset
Account type	Personal
Account level	Basic
Last successful sign in	19-06-2014 / 13:46 (UTC)

Visit Reward Points Store

**NETELLER PROMOTION**  
**WORLD FOOTBALL FEVER**  
60,000 USD GIVEAWAY  
Register now

**2** LAST CHANCE for exclusive offers  
Get them now

1. Go to the Account Summary page in your NETELLER Account.
2. Click on the box called 'LAST CHANCE' to view the exclusive merchant offers.



### NETELLER. SHOWCASE

**The best casino, bingo & poker deposit bonuses**

A lot of your favourite sites offer attractive bonuses, but with NETELLER you can take advantage of some amazing exclusive customer promotions to make sure you get the best one.

We work with all of the most popular games, retail and financial sites to reward our customers with the best deposit bonuses available online.

Make sure you check back here regularly for all the latest bonus offers available from your favourite online sites.

[Not a member yet?](#)

1
Sports & Forex Offers

## + 150%

### Welcome Bonus

Join now

## 400% MATCH UP TO 400

AND STAND A CHANCE TO WIN A TRIP TO BRAZIL!

PLAY NOW!

# \$400

## Welcome bonus

Play Now

100% Welcome Bonus up to £400

500% up to €250

**GALA CASINO**  
Cookies Information

We use cookies on this site to enhance your experience and allow key parts of the site and your account to work properly. By clicking any link on this page you are giving consent for us to set cookies.

Join Today!

29 days left

+ €100 Cash back!

29 days left

You have landed on one of the two Showcase pages where you will find offers for Sports, Forex, Poker, Casino, Bingo and many more.

1. You can move between pages by selecting the blue button with a red arrow on it.

Page 88 of 94



## 7.3 VIP Program

The VIP Program offers exclusive benefits to our VIP members such as VIP fraud guarantee, multiple currency accounts, transaction discounts, fast withdrawals, flexible limits and a dedicated VIP Manager. Plus, you can get more points through our Rewards Points Program, receive anniversary Reward Points and get cash-back into your NETELLER Account. As a VIP member you have access to Live Chat support 24/7.

**NETELLER**

PersonalBusinessAffiliateEnglishSign in

Home > VIP
Sign up | About | Services | Community | Fees | Security | VIP | Rewards | Support

## NETELLER VIP

Discover the only VIP experience worth talking about

At NETELLER, we know when to appreciate our members. It takes a whole lot to become a NETELLER VIP and we want to give back to those who deserve it. VIPs at NETELLER get the best bonuses in the business - from 100% fraud guarantee to cash back for our highest transferring members.

Our VIP program is based upon the transfer activity in a member's account. We have five VIP levels to fit the different faces of our Very Important members, and levels are automatically awarded as soon as a member reaches an activity requirement.

Join for Free
Already a member? Sign in

Have questions? [Contact VIP services](#)

See what our program has to offer

**Bronze**

Move 10,000 USD per calendar year to qualify

**Silver**

Transfer to merchant  
**\$50,000 USD**  
per calendar year

**Gold**

Transfer to merchant  
**\$100,000 USD**  
per calendar year

**Platinum**

Transfer to merchant  
**\$500,000 USD**  
per calendar year

**Diamond**

Transfer to merchant  
**\$2,000,000 USD**  
per calendar year

VIP Fraud Guarantee <sup>1</sup>				
Multiple currency accounts		<b>+1</b>	<b>+2</b>	<b>+3</b>
Flexible transaction limits <sup>2</sup>				
VIP chat <sup>3</sup>				
Dedicated VIP Manager				
Discounted deposits/withdrawals <sup>4</sup>				
Net+ Prepaid MasterCard® Shipping and Handling Fee	13 USD	13 USD	Free	Free
Guaranteed limit increase				
Next day payouts <sup>5</sup>				
Daily ATM cash withdrawal limit <sup>6</sup>	1,000 USD	1,000 USD	3,300 USD	3,300 USD

Print

## 7.4 Refer a Friend

Share your NETELLER experience with your friends through our Refer a Friend program. You can earn money for every new member you get to sign up for a NETELLER Account.

The screenshot shows the NETELLER user interface. At the top, the header includes the NETELLER logo, account status (Account: [redacted] Verified), available balance (26.37 CAD), language (English), and a sign out button. A 'Welcome' message is displayed. On the left, a sidebar menu contains links: Account, Money in, Money out, Money transfer, Net+ cards, History, Rewards (highlighted with a red circle 1), Calculator, Settings, and Support. The main content area is titled 'Refer a Friend' (highlighted with a red circle 2) and includes a sub-header 'Provide your friends' email addresses'. Below this, instructions state: 'To participate in NETELLER's Refer a Friend Program, please confirm your name and email address, and provide the email addresses of up to five friends.' The form contains several fields: 'Your name' (highlighted with a red circle 3), 'Your email address' (highlighted with a red circle 4), 'Referred email addresses' (a list of five empty input fields, with the first highlighted by a red circle 5), and a 'Personalised message' text area (highlighted with a red circle 6). A green 'Send referral' button is highlighted with a red circle 7. At the bottom, there is a link to 'View rules and bonus eligibility' and a list of other programs: NETELLER VIP, Affiliate program, and Merchant Showcase.

To refer a friend, you will need to:

1. Select the “Rewards” link in your NETELLER Account.
2. Choose the “Refer a Friend” option.
3. Enter your full name.
4. Review the email address registered to your account.
5. Enter the email address of the friend you are referring. You can provide the email addresses of up to five friends.
6. Enter a message to your friend (optional).
7. Select “Send referral” to proceed with the referral.

When your referred friend successfully creates and makes a first deposit to a NETELLER Account, you will both earn money. Your bonus is equal to 20% of your friend's first deposit amount (up to 16 EUR) and your friend's bonus is equal to 10% of their first deposit amount (up to 8 EUR).

## 7.5 Affiliate Program

If you have a website, blog, forum or network of users, you may be eligible for the NETELLER Affiliate program. As a NETELLER Affiliate you can earn two commissions on players you are already sending to merchant sites when they use NETELLER to deposit. Our affiliate commissions are uncapped and last for the lifetime of your active players, no matter where they play.

**NETELLER**

Personal Business **Affiliate** English Sign in

Home > Affiliates > Affiliate Sign up | About | Services | Community | Fees | Security | VIP | Rewards | Support Search

### Make money with NETELLER

Refer members to get paid

If you have a website, blog, forum or network with users who could benefit from secure online payments or prepaid cards, you can make serious money with our affiliate program.

**1 Sign up** Already an Affiliate? [Sign in](#)

#### Get paid with NETELLER

By joining our affiliate program, you'll enjoy competitive commissions and improved conversions. You can even use NETELLER to accept payouts from merchants and to pay your affiliates.

[Learn more >](#)

#### How it works

1. Sign up as a NETELLER affiliate
2. Share your unique affiliate link
3. Earn money for each new transacting member you refer

[Learn more >](#)

#### Commissions

With multiple commission plans tailored to your target audience, we've got a plan that will work for you.

[Learn more >](#)

#### Benefits

Enjoy the improved conversions that come from referring members to our industry-leading payment system.

[Learn more >](#)

#### Fast payouts

As a NETELLER affiliate, you'll receive monthly payouts directly to your account.

[Learn more >](#)

#### Affiliate resources

We offer you a wide range of marketing tools to help you promote our services so you can earn more money.

[Learn more >](#)

**2014 Winner** BEST PAYMENT SYSTEM

**2013 WINNER** Best Manager - Financial

**2012 WINNER** Best Payment System for Affiliates

**NETELLER** BEST PAYMENT SYSTEM FOR AFFILIATES AWARD 2011

**2009 CASINO AFFILIATE PROGRAM** AWARD WINNER BEST PAYMENT SYSTEM FOR AFFILIATES

**2008 CASINO AFFILIATE PROGRAM** AWARD WINNER BEST PAYMENT SYSTEM FOR AFFILIATES

**GPWA** APPROVED PORTAL

1. Select "Sign up" or visit <https://affiliates.neteller.com/registration.asp> to become a NETELLER Affiliate. For more information on the NETELLER Affiliate program visit <http://www.neteller.com/affiliate/>.

## 8.0 General Account Information

**NETELLER** Account: [Verified] Available balance 26.37 CAD English Sign out

Welcome, [Name]

As a NETELLER member, you get a complete online payment system and great member rewards. [Check out our Reward Points, VIP Programs and the NETELLER Showcase for special offers now!](#)

**Transaction history**  
Select a transaction to view additional details below.

2 All transactions Last 10 Refresh 4 5 Export

Transaction Type	Credit/Debit	Status	Date
	0.00	Accepted	02-06-2014
	26.37	Accepted	15-05-2014

6

7 **Transaction details**

Type:		Transaction Amount:	0.00 CAD
ID:		Effective FX Rate:	--
Card:	--	Service Fee:	--
Description:	--	Total Amount:	0.00 CAD
Date:	02-06-2014		
Status:	Accepted		

Only records from the past one year are available. Please contact NETELLER's [customer support team](#) for records older than one year.

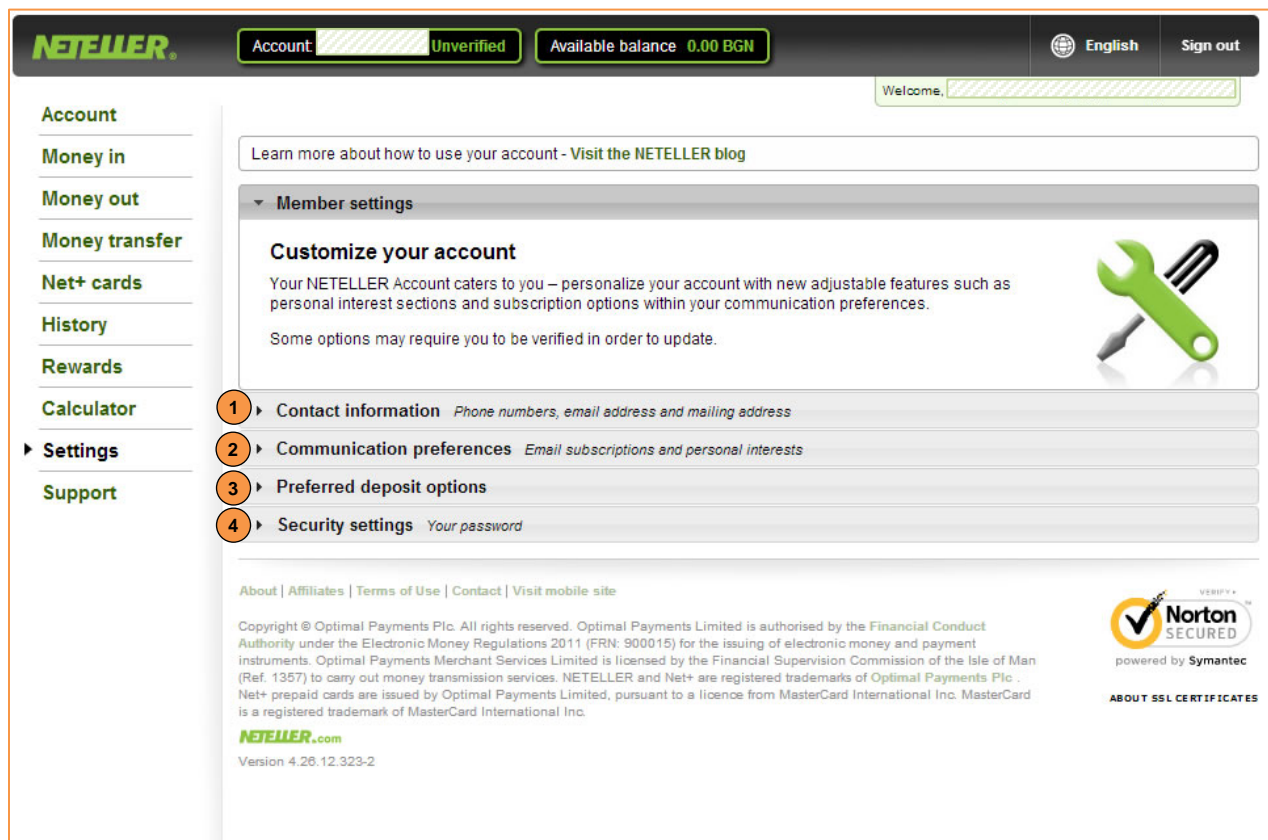
The foreign exchange (FX) rate applied by NETELLER is a daily interbank market rate (selected from customary industry sources) plus a foreign exchange processing fee. Any conversion carried out by third parties prior to the relevant amount being deposited into your NETELLER account (e.g. by your credit card company) will be made using rates selected by those third parties and NETELLER shall have no responsibility for those conversions. Display is limited to 8 digits.

1. To view your transaction activities, select the “History” page in your NETELLER Account.

This page will allow you to:

2. Select a transaction to obtain additional details.
3. Choose the number of transactions you are inquiring about.
4. Click on “Refresh” to show the most updated information.
5. Click on “Export” to save a copy of the transactions.
6. View the type of transaction.
7. View the transaction details.

You can personalize your NETELLER Account by selecting the Settings page.



Choose among the following options:

1. Contact info: Edit your contact information, such as your telephone or email address.
2. Communication preferences: Let us know what your personal interests are so you don't miss out any amazing offers.
3. Preferred deposit options: Record and manage your preferred deposit options.
4. Security settings: Change your password by clicking this link.  
Please, contact NETELLER customer service to change your security questions.

NETELLER provides online and telephone support 24/7.

**NETELLER** Account Verified Available balance 0.00 GBP English Sign out

Welcome, [Name] gm

**Account**  
Money in  
Money out  
**Money transfer**  
Net+ cards  
History  
Rewards  
Calculator  
Settings  
**1 ▶ Support**

**We're here to help. 24 hours a day, 7 days a week.**

**2** **FAQ Help Centre**  
The quickest way to get the answers you need is to search our extensive list of FAQs.  
➔ **Search the FAQ Help Centre**  
➔ **Whats NEW and Coming**  
⚠ **Outages and system issues**

**Popular topics**

1. [What to do if your account has been frozen](#)
2. [Everything you need to know about the Net+ Prepaid Mastercard \(Plastic\)](#)
3. [Net+ limits](#)
4. [Withdrawal Options, Processing Times, and Fees](#)
5. [Contacting NETELLER](#)
6. [Everything you need to know about the Net+ Virtual Prepaid MasterCard](#)
7. [Everything you need to know about how to Register and Validate your Debit/Credit Card](#)
8. [Everything you need to know how to Verify your NETELLER account](#)

**3** **Email support**  
The best way to get support by email is to submit an email support request.  
Agents are available 24 hours a day, seven days a week and will respond as soon as possible.  
➔ **Request email support**

**4** **Phone support**  
To call us directly, dial +1-403-451-8020. Long-distance charges may apply.  
[Click here](#) to view a complete list of regional numbers.

**Scheduled maintenance**  
To view a list of upcoming site outages please visit our [outage schedule](#).

**Customer complaints**  
To learn more about how to file a formal complaint, visit our [complaints page](#).  
Agents are available during regular business hours ( Monday to Friday, 8:00-17:00 UTC-7 ).

**Connect**  
Connect with us on our blog and your favourite social networks to get the latest news, promotions and service updates from the NETELLER team.

**Blog**  
Get the latest news, promotion and service updates from the NETELLER team.

1. Select the “Support” link from your account to view our support page.

The Support page displays:

2. The FAQ Help Centre is the quickest way to get the answers you need.
3. Email support is the best way to get support by email.
4. Phone support allows you to call us directly by dialing 1-403-451-8020 or view a list of regional support numbers. Long distance charges may apply.