

FREQUENTLY ASKED QUESTIONS



PHOENIX
P A Y M E N T S



How can I open an account?

We made this process as simple as it can be, all you have to do is click „[Open Account](#)“ on our page and follow the instructions on the screen!



What documents are needed to open an account?

We require all customers to complete an identity verification process, for that you will need an ID or Passport, in addition, we can request Proof of Address, Source of funds, and other documents.



How can I open a business account?

To open a business account, we require all customers to first create a personal account, after completing your sign up, you will see the option to open a business account



Can business accounts have multiple users?

Yes! You can add users to your business account after you finish the setup



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Is two-factor authentication mandatory?

Yes, all users must have two-factor authentication either with SMS, Google Authenticator, or Email.

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We are a business in the cryptocurrency industry, can we open an account?

Yes, we onboard customers from the cryptocurrency industry



What types of payments do you support?

At the moment we support only SEPA transactions, new services are coming soon!

FOR LEGACY CUSTOMERS

(previously clients of Ibanera)



Was my account moved from Ibanera to Phoenix Payments?

Yes, all users from the EU branch of Ibanera were automatically moved to Phoenix Payments



Will I see my previous transactions that were made in Ibanera Online Banking

Yes, all transaction and user information was moved



How do I access my Phoenix Payments account if I was an Ibanera user

All you need to do is to recover your password by clicking „[Log In](#)“ on our website and selecting „[Forgot your password](#)“

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Did my IBAN change during the migration?
No, all we did is move it to our new Online Banking system



The pricing for your services is updated, will it apply to my account?
All legacy users will have the same pricing they had before the move to the new name and system
