

Receiving International Payments

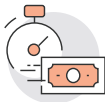
Gengo is excited to announce we have partnered with Payoneer, to offer our translators a fast, low-cost and easy way to receive your payments. This factsheet provides you with essential information to help you understand how Payoneer works and how to sign up for a Payoneer account.

Why Payoneer?



Greater Flexibility

From your Payoneer account, choose how to withdraw your funds



Faster Payments

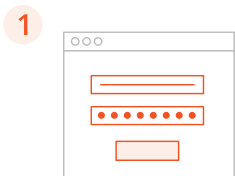
Receive your funds in minutes to your Payoneer account



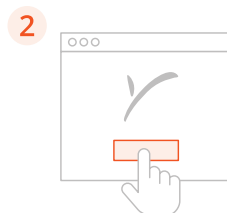
Lower Fees

Avoid excessive transfer and conversion fees

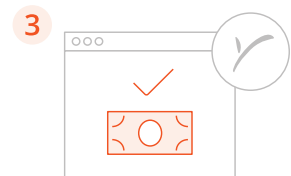
How it works?



1
**Sign in and go
to Settings**



2
**Click on Payment
Preferences and
select Payoneer**



3
**Start getting
paid!**

Benefits of a Payoneer Account

Receive funds from anywhere in the world to one consolidated place! From the Payoneer account you can:



Transfer funds from Payoneer to your bank account

- ▶ **Fast** - Access your funds in 1-3 business days
- ▶ **Local** - Receive funds in your local currency
- ▶ **Low-cost** – The more you earn the less you pay – up to 2%
- ▶ **Supported** - Real time email notifications when your funds arrive



Spend funds online and in stores with the Payoneer prepaid MasterCard®

- ▶ **Global** - Use everywhere MasterCard® is accepted
- ▶ **Practical** - Withdraw cash, shop online and spend in stores whenever you need
- ▶ **Safe** - Avoid overdraft fees by spending only what is available
- ▶ **Cost-efficient** - Avoid international conversion fees with cards in multiple currencies



Pay anyone in the Payoneer network for FREE

- ▶ **Global** – Pay anyone in the Payoneer network, anywhere in the world
- ▶ **Simple** – All you need is their email address
- ▶ **Free** – You won't pay anything, even if you're making an international payment
- ▶ **Fast** – Payments arrive within 2 hours

FAQ

What is Payoneer?

Payoneer empowers global commerce by connecting businesses, professionals, countries and currencies with its innovative cross-border payments platform. In today's borderless digital world, Payoneer enables millions of businesses and professionals from more than 200 countries to reach new audiences by facilitating seamless, cross-border payments. Additionally, thousands of leading corporations including Airbnb, Amazon, Getty Images, Google and Upwork rely on Payoneer's mass payout services.

With Payoneer's fast, flexible, secure and low-cost solutions, businesses and professionals in both developed and emerging markets can now pay and get paid globally as easily as they do locally.

How do I register to Payoneer?

[Log in](#) to your online account and choose Payoneer as your payment method. Continue the sign up process as prompted.

If required, click on the Payoneer registration button and complete the 4 registration steps.

Make sure that you have your local bank account details handy as you'll need them during the sign up.

- ▶ **Step 1:** Enter your details
- ▶ **Step 2:** Enter your address and phone number
- ▶ **Step 3:** Create a password and set your security question
- ▶ **Step 4:** Enter your local bank account details

What happens after I register?

Once you have submitted your Payoneer application, you can view your account status at any time by logging in to your Payoneer Account - [My Account](#).

New applications are usually reviewed immediately. Once approved, you will receive an email confirmation with further details. In some situations, you may be asked to provide extra details such as a copy of your ID, Certificate of Incorporation, bank statement or other documents.

How do I view my Payoneer Account balance?

Sign in to [My Account](#). Your current account balance will be displayed at the top of the page, below the menu.

What fees are included when receiving funds?

The exact fees depend on the account usage. Detailed pricing and fees information can be viewed during registration on the top left corner under the "Fees" tab. After registration, please go to the "Pricing & Fees" tab located under the "Help" menu in [My Account](#).

How do I withdraw funds from my Payoneer Account?

You can easily withdraw funds to your local bank account or to your prepaid card.

To learn more about our Withdraw to Bank Account service, [click here](#).

To learn more about withdrawing to your prepaid MasterCard® card, [click here](#).

How do I check my transaction and payment history?

Sign in to [My Account](#) and go to the "Activity" menu, or click on either of the links below:

- ▶ To view your payment history, [click here](#).
- ▶ To view your transaction history, [click here](#).

How can I receive more information?

For more information in English and other languages, [click here](#).

How can I contact Payoneer Support?

- ▶ **USA** **Toll Free** +1 800 251 2521 | **International** +1 646 658 3695
- ▶ **Shanghai** +86-21-8024-6003
- ▶ **Shenzhen** +86-755-6188-4427
- ▶ **Hong Kong** +852-5803-9673
- ▶ **Taiwan** +886-2-7741-7935
- ▶ **China Toll Free 1** +86-400-0310-729
- ▶ **China Toll Free 2** +86-400-6616-127
- ▶ **Spain** +34 91 266 19 11
- ▶ **UK** +44-203-608-0610
- ▶ **Russia** +7-499-918-72-02
- ▶ **Ukraine** +38-089-320-24-26

https://payoneer.custhelp.com/app/Contact_us