

Support & Complaints Policy

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Procedure for contacting WHITECAPITAL support regarding applications, onboarding, payments, refunds, disputes and agency instructions.

WHITECAPITAL provides support on applications, onboarding, documents, payment statuses, refunds, disputes, API and agency instructions.

Communication channels

E-mail:

support@whitecapital.tech

office@whitecapital.tech

Phone:

+7 988 567 31 11

Support topics

Support reviews:

merchant applications;

agency service requests;

KYB/KYC documents;

technical integration;

operation statuses;

refunds;

disputed operations;

agency instructions;

agent reports;

document questions.

Merchant request

The merchant must indicate:

company name;

contact person;

e-mail;

operation number, if applicable;

description of the question;

supporting documents.

Agency instruction request

The client must indicate:

company name;

agency agreement number;

instruction number;

supplier;

amount;

description of the question;

supporting documents.

Merchant buyers

Buyers should first contact the merchant from which they purchased goods or services. WHITECAPITAL may provide technical assistance regarding payment status but is not the seller of goods or services.

Response time

The response time depends on the complexity of the issue, bank involvement, payment infrastructure, the need to review documents and compliance review.