EventsAir Pay powered by Airwallex — FAQs

Confused or want to troubleshoot? Read through the FAQs below to find out more about **EventsAir Pay – powered by Airwallex.**

You can also search the Airwallex help pages, or reach out to our support team or your account manager.

Sign-up process

[What do I do if I'm having trouble signing up?](#)

[How long will my application take to process?](#)

[Why can't I verify my email address when signing up?](#)

Passwords, users, and security

[What happens if I forget my AirWallex password?](#)

[How do I update details on my account (email, phone, 2FA preference)?](#)

[How do I re-send the invitation to set up a new Airwallex account user?](#)

[How do I manage a Team of Users?](#) **(Includes how to delete a user from a team)**

Conversions and Transfers

[How long should it take for a transfer recipient to receive their funds?](#)

[Why do we sometimes need to supply supporting documents for transactions?](#)

[How do I provide order information (to increase my payout limit)?](#)

[I made a mistake with a conversion – can I fix it?](#)

[What are the minimum and maximum amounts I can convert?](#)

[Where do I find all transaction limits (transfers, deposits, conversions and cards)?](#)

[What's the time limit for funding my conversion?](#)

[What if I miss the conversion funding cut-off time?](#)

[Why has my transaction for cryptocurrency been declined?](#)

[What should I do if a transfer approval is blocked/stuck?](#)

Transaction details

[How do I export/download a list of payment confirmations and transaction details?](#)

Select Payments –> Select Payment Activity –> Select Export. Then choose either Payment Confirmation PDF or CSV file.

What should I do if I can't see a deposit I'm expecting?

Region/country-specific

How do I use a Japanese Yen (JPY) Global Account?

How do I provide Inbound CNY (China Yuan) Declarant Information?

What's the local payment process for Hong Kong (China)?

What's the Transfer Process for Canada?

Why do I need to supply a PIN for a transfer to India?

This isn't a Personal Identification Number – it's a type of postal code for India. Talk to your transfer recipient for more information.

What's the complaint process for UK and EU/EEA customers?

Borderless cards – troubleshooting

How do I reset my card PIN?

Why did my card payment fail?

How do I fix a problem with the card payment verification code (Visa 3DS)?

How do I dispute a card transaction?

How do I report fraud, or a lost or stolen card?

How do I freeze or cancel my card?

Why have transactions gone through after I froze or canceled my card?

Freezing or canceling prevents any and all future transactions, but if you have transactions that are pending when you freeze or cancel the card, they may still go through (because they've already been approved at the card-issuer end and are only waiting on the merchant to approve them). However if you think any such transactions are

fraudulent, you should open a transaction dispute.

Using EventsAir Pay

Settings in EventsAir

How do I add EventsAir Pay to my events?

How do I create a refund?

Read more how-to's and user guides

Corporate information

Safeguarding of funds

How does Airwallex keep my money safe?

How is Airwallex licensed and regulated?