General FAQ

I am a community, charity or NGO manager. How can I cooperate with you?

Our primary objective is to provide assistance to non-profit organizations. To get started, please fill out our partner application form at torchcards.com/partner-application. We appreciate your understanding as we may experience high volumes of communication, and we will aim to respond to your application within 2 to 5 business days.

How can I partner with Torch Card as a business?

We offer a unique opportunity to help scale Torch's social impact while driving amazing, loyal customers to your business. To initiate a partnership with Torch, simply send an email to support@torchcards.com. For any enquiries or additional support, our team will get back to you within 2 to 3 business days.

If the non-profit organization I wish to support is not listed, what are my options?

If you don't find the institution you wish to donate to in our provided list, you have the option to select from the institutions available until your preferred one is added. Furthermore, you can suggest an institution that isn't currently listed. We will reach out to the suggested institution and keep you updated once they are added to our list.

How often can I change the non-profit organization I want to support?

You have the flexibility to change the nonprofit organization you want us to fund. You can update your selection once a month, allowing you to direct your impact to different causes as your priorities evolve.

Is Torch a bank?

Torch functions as a financial services provider, not a traditional bank, and offers payment card solutions to individual users. In collaboration with our partner Orenda Finance, we offer prepaid cards along with an e-money account that includes features such as a sort code, account number, IBAN, and card.

How can I invite my friends?

Feel free to distribute the link here to invite your friends. We appreciate your referrals and the support in our mission to make a positive impact.

Will I be provided with an IBAN upon opening an account?

Torch Global offers its users an IBAN for seamless domestic and international money transfers.

Is it possible to use my Torch Card abroad?

You can use the Torch Card in any country where Visa is acknowledged, but please be aware that usage fees and charges may differ from country to country.

What is the process for making a donation with the Torch Card?

The Torch Card is a pre-paid payment card for end users, enabling users to allocate up to 50% of the generated income from the card to a non-profit organization of the user's choice.

Do I have a credit limit?

The card is not a credit card and it carries zero credit limit. You can only spend the funds that are loaded onto the card account.

Can I raise my limits?

The limits are agreed and set by our banking partners after approval has been given by Visa. Therefore any requests for changes to these would need to be agreed by them following a business case review.

What is the daily limit for my transactions and what is the cost for withdrawing at an ATM in my country?

These can be found in the Fees section of your Torch App.

Lost Cards and/or Forgotten PINs:

I have forgotten my PIN number - You can reset your PIN in your Torch App, PLEASE NOTE: Your new PIN will need to be confirmed at an ATM before being able to make any transactions.

I lost my card / it has been stolen - what can I do?

Simply login to your Torch App, and navigate to the Cards section. Here you can block or cancel your card and then order a new one.

FAQ - General Account Queries

I am under 18 years old, can I open an account?

As per our Terms and Conditions, if you are under 18 years old, you are not eligible for an account.

What is required to sign up for an account?

You need to be over 18 years old and provide proof of identification using either a Passport or Driving License.

Can I open more than one account?

You are allowed one personal and one business account. If you have more than one business with the same owner, you are able to register another business account for that company.

How do I activate my card?

Simply log into the app and click on the Card button followed by clicking the Activate Physical Card button.

Do you offer interest on my account balance?

No, currently we do not offer any interest on account balances.

Do you offer an overdraft on accounts service?

We do not offer this product currently.

Where can I find the Terms & Conditions?

If you open the website and scroll down to the footer, you will see it at the bottom of the page.

Is it possible to upgrade a personal account to a business account?

This is not possible, but you can open a separate business account.

How do I log into the APP? Mobile App:

Simply download the app from the iOS or Android App Store and login using your credentials.

I have received my physical card, can I still use my virtual card?

Yes. You can use both your physical and virtual cards to make transactions.

Do you offer credit cards?

Currently, we do not offer credit to individual or corporate account holders.

Can I create a customised PIN for my card?

Once you have received your physical card, you can change your PIN in the Cards section of your Torch App. The new PIN will need to be authenticated at an ATM before the card can be used.

How long before I receive my physical card?

You can use your virtual card for online transactions immediately, but the physical card can take up to 10 working days to be delivered by mail services which operate in the UK and Europe.

Can I download statements?

Yes. Navigate to the Transactions section in the Torch Web App, and click on the mail icon on the top right. This will allow you to have the monthly statement emailed to the address we have on file.

How do I view my Account details?

Login to your Torch Web App and on the right hand side simply click View Account Details.

How do I close my account?

Send an email to support@torchcards.com confirming that you would like the account to be closed and the reason and we will take action and confirm back.

FAQ-Transaction

I have made a purchase for an amount higher than my current balance, what will happen to the payment?

If your purchase amount is more than what you have available in your balance, the purchase will be declined.

Can I receive a swift payment into my GBP account?

We don’t currently offer SWIFT payments.

Can I use this account with Apple Wallet?
This functionality is under development. When it's ready, you can see it on our website, in the Torch App, and be notified via email.

I cannot see the payment, even though it said ‘successful’. How long does it take for a payment to reflect in my Account?

- First step is to confirm with the sending bank that the funds have been processed. If a transfer was done using Faster Payments, it should only take a couple of hours. If it was done via BACS, it can take up to 72 hours (3 business days) to reflect in your account. Take note that transactions made over a weekend or on a public holiday will affect the timing. If you struggle to locate the payment, contact our support team with the proof of payment, full details of the account holder and email address. Please note response times for payments are 72 business hours.

Can I make cash payments into my account or make payments at the post office?

No, you can only load the account(s) with funds transferred from another bank account.

How can I make Contactless Payments?

To activate contactless payments with your card, a payment entering your PIN number will be required first. After your first payment has been completed, contactless payments will then be activated.

Does my card work with PayPal?

Yes, your card will work where Visa is accepted.

My funds have not arrived yet, why is this?

If you have transferred funds from another UK Bank account by Faster Payments (FPS), it can take up to 2 hours for funds to be received into your account. If you still have an issue, please contact us for further assistance.

Fraud FAQs

Where can I find more information about fraud prevention?

- Europol’s website - Payment Fraud | Europol
- Stop Scams UK - Home - Stop Scams UK
- Action Fraud - Action Fraud
- The UK International Consumer Centre - Common Scams | UKICC - The UK International Consumer Centre
- Crime Prevention – Malta Police - Crime Prevention | The Malta Police Force
- The European Banking Authority (EBA) website - Frauds and scams | European Banking Authority
- National consumer protection agencies.

What is online fraud?

Online fraud is any type of fraudulent activity that uses the internet.
This includes scams designed to steal your money, personal information, or both, through websites, emails, social media, and other online platforms.

What is payment fraud?

Payment fraud is a serious issue that affects individuals and businesses alike. It involves any type of fraudulent or illegal activity where someone uses stolen or fake payment information to obtain goods, services, or money.

What is APP fraud and how do I avoid it?

APP (Authorised Push Payment) fraud is when criminals trick you into voluntarily sending money to their account by pretending to be a legitimate person or organisation. To avoid it:
- Verify the recipient's details before sending money.
- Be wary of urgent requests for money.
- Don't be pressured into making a payment.
- If a deal seems too good to be true, it likely is a scam.
- If you are asked to send money to a new account, that you have not sent money to before, verify that account before sending funds.

How can I protect myself from fraud?

Key measures include:

- Never share your PIN, passwords, card details, or CVV/CVC code.
- Never share personal documents like passports, national IDs, driving licenses.
- Be cautious of unsolicited emails, texts, or calls asking for personal information.
- Use strong, unique passwords for all your online accounts.
- Regularly check your account statements.
- Keep your devices operating systems, antivirus and anti-malware software up to date.
- Be wary of suspicious websites and online offers.

- Be cautious about online stores where you use your card details. Do some research online before completing your purchase to make sure the website or app is legitimate.
- Enable two-factor authentication (2FA) wherever possible.
- Only use trusted Wi-Fi networks when using your accounts or making purchases.
- Be very sceptical of anyone asking you to transfer money urgently.

What are the most common types of scams?

Most common types include:

- Romance scams. The fraudster preys on the victim's need for affection by establishing an online romantic relationship through social media or dating platforms, to later persuade them to send money to the fraudster.
- Investment scams: The scammer sets up a fake investment website promising easy and high returns with little or no risk. When the victim deposits the money, it becomes clear that such a return never existed.
- Advance fee scams: The fraudster sends an email or letter to the victim stating that there is a large sum of money, for example that the victim has won a lottery or an inheritance, but there are some fees that must be paid before the large sum is released.
- CEO scams: The fraudster poses as the victim's boss or senior manager and convinces them to make an urgent payment or change payment details for a contract or supplier. The fraudster gains access to the company's business email account through hacking or spoofing.
- Mule accounts: In this case, the fraudster convinces genuine individuals to act as 'money mules' for him, most often by paying the victim a portion of the fraudulently obtained funds. The 'mules' may be duped or willing to accept payments into their own e-money accounts from (unknown to them) stolen cards/accounts. They are then instructed to transfer the funds to an account under the fraudster's control.
- Gift card scams: gift cards are similar to cash and scammers exploit this by contacting victims with urgent situations, instructing them to purchase gift cards from specific stores, and providing the card numbers and PINs to access the loaded money, resulting in permanent loss of money for the victim.
- Deepfake: voice fraud is a relatively new method of attack but one that has proven highly effective. As the name suggests, a criminal fakes the voice of somebody else with software that can successfully copy his/her voice via a small audio sample.
- Employment scams: Scammers target job seekers, offering fake employment opportunities or requiring payment for job applications, pre-employment checks, or training.

What is contactless card fraud, and how can I prevent it?

Contactless card fraud occurs when criminals use stolen cards or devices to make small, unauthorized contactless payments. To prevent it:

- Regularly check your statements for unauthorized transactions.
- Consider setting a limit on contactless payments.
- Keep your card safe and secure.
- If your card is lost or stolen, report it immediately.

What is phishing?

Phishing involves criminals sending fraudulent messages that appear to be from your payment services provider. These messages often ask for your login credentials, card credentials, personal information, or to click on malicious links.

What is two-Factor Authentication (2FA)?

2FA gives you twice the protection over your emails and social media accounts, which are common entry points that fraudsters try to exploit to get access to your e-money accounts and cards. So even if cyber criminals have gained access to your password, they can't access your email or social media account if they don't have access to the second factor. For example, getting a code sent to your mobile phone when you sign in using a new device or change settings such as your password. This control will not trigger every time you check your email or social media account.

What should I do if I suspect fraud on my account?

- Immediately contact us.
- Change your passwords and PINs.
- Report the incident to the police or relevant authorities.
- Keep a record of all communication and actions taken.

What should I do if my card is lost or stolen?

- Immediately report the loss or theft to us.
- Request a new card.
- Check your account for any unauthorized transactions.

What should I do if I am a victim of fraud or cybercrime?

For card and account holders living in England, Wales and Northern Ireland who have been a victim of fraud or cybercrime, report it at www.actionfraud.police.uk or by calling 0300 123 2040. In Scotland, victims of fraud and cybercrime should report to Police Scotland on 101. In Malta, customers can report fraud to the Cyber Crime Unit, Malta Police Force, telephone no. +356 2294 2231, or email: computer.crime@gov.mt

Where can I find more information about fraud prevention?

- Europol's website - Payment Fraud | Europol
- Stop Scams UK - Home - Stop Scams UK
- Action Fraud - Action Fraud
- The UK International Consumer Centre - Common Scams | UKICC - The UK International Consumer Centre
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- The European Banking Authority (EBA) website - Frauds and scams | European Banking Authority
- National consumer protection agencies.

How to Complain?

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We aim to provide you with the highest standards of service. However, there may be occasions when our service does not meet your expectations but telling us about it gives us a chance to fix things. We want to:

- Make it easy for you to raise your complaint
- Listen to your complaint
- Consider how you would like us to remedy your complaint
- Make sure you are satisfied with how your complaint was handled
- Ensure lessons are learned, if possible, to minimise the chance of a complaint re- occurring

How to Contact us?

In writing: Office 408, Screenworks 22, Highbury Grove, London, N5 2ER
By email: support@torchcards.com
By phone: +44 330 0439962

What We Need?

Please provide us with as much information as possible when making your complaint. This will help us to understand the issue and resolve it quickly. Please include:

- Your name and address
- Your account details
- A description of your complaint and how it's affected you
- When the issue happened
- Your contact details and how you would like us to contact you

What to Expect Next?

Acknowledgment Our aim is to resolve your complaint as quickly as possible but you will receive a response from us within 2 business days so you know we have received your complaint. This will contain your complaint reference number for your records and will help us find your information quickly should you need to contact us. 15 business days In the majority of cases, we will be able to resolve your complaint within 15 business days. If we have not resolved it within 15 business days, we will contact you to update you on the progress and tell you how much longer we anticipate it will take.

Up to 35 business days We will continue to keep you informed in writing and let you know when you should expect to hear from us. Although we have up to 35 business days, we will send you our final response as soon as we complete the investigation into your complaint. In the unlikely event we have not been able to finalise our investigation by the end of 35 business days, we will send you a final response communication and advise what next steps you can take.

What if you're not happy with our response?

You can refer the problem to the issuer of your account or card (TransactPay).

If you don't agree with our response and you wish to take it further, in the first instance you should contact the TransactPay's Complaints Department by writing to complaints@transactpay.com for further assistance.
In the unlikely event that TransactPay are unable to resolve your issue to your satisfaction you have the right to refer your complaint to the Gibraltar Financial Services Commission at the following address: Payment Service Team, Gibraltar Financial Services Commission, PO Box 940, Suite 3, Ground Floor, Atlantic Suites, Europort Avenue, Gibraltar or by email at complaints@gfsc.gi.

If you have not contacted TransactPay, the Gibraltar Financial Services Commission will ask you to contact them in the first instance, to give TransactPay a chance to put things right.

CoP FAQs

What is Confirmation of Payee (CoP)?

Confirmation of Payee (CoP) is an account name-checking service that aims to reduce the risk of accidental or fraudulent payments being sent to the wrong account for UK domestic payments. It operates by verifying the name of the account holder you're intending to pay (payee) against the details held by their accounts service provider.

How Does CoP Work?

1. Initiating a Payment: When you initiate a payment to a new payee, we will query the payee's account provider to confirm the account name.
2. Name Verification: The payee's account provider compares the account name you've provided with the details on their records.
3. Result Notification: You will see a CoP Response on your screen indicating one of the following:
   a. Match: The names match perfectly.
   b. Close Match: The names are similar but not identical. You may need to verify th details with the recipient.
   c. No Match: The names don't match.
   d. No Data: The account provider does not participate in the Confirmation of Payee service.
   e. Payer's decision: Based on the response, you can decide whether to proceed with payment, change payment details, or cancel the payment.

What if the information provided by the CoP service is wrong?

Although, highly unlikely, errors can occur. In this case, please let us know as soon as you notice something is wrong and we will try to resolve the issue as soon as possible.The party who is responsible for the error will be liable for the losses incurred because of a payment made in error.

Rest assured that if an error does occur, our complaints department will investigate the matter,and we will reimburse you for the amount of the payment made in error as a result of an incorrect CoPresponse.

Important Considerations

● Not a Guarantee: While CoP is a valuable tool, it's not infallible. It's essential to remain vigilant and exercise caution when making payments, especially to unfamiliar recipients.
● Opt-Out Option: Some individuals may choose to opt out of CoP. However, this can limit the protection offered by the service.
● Staying Informed: Stay updated on the latest information on fraud an financial crime, and guidance regarding CoP from us and other financial institutions.
By understanding the principles and implications of Confirmation of Payee, you