



myNeosurf Account KYC Level Policy

In order to comply with e-money regulations, when processing deposits over a certain amount, and all refunds, NEOSURF CARD SAS are required to obtain specific information from Customers, including:

- Full Name
- Date of Birth
- Full Postal Address
- Email Address
- Government Issued ID
- And/or any other personally identifiable information

Information we gather is subject to our Privacy Policy, and will not be shared with other parties without your explicit approval.

The deposit limits are presented in Euros, and any other currency will be calculated at the exchange rate valid at the date of transaction.

NEOSURF CARD SAS reserves the right to modify or round these limits at any time, depending on exchange rate fluctuations or the appreciation of NEOSURF CARD SAS.

Basic Account

Requirements: Full Name, Email Address, Country, Date of Birth

Deposit Limits:

Basic Account	Card or Voucher	Wire Transfer	Total Deposit
Daily	100 €	150 €	150 €
Monthly	150 €	150 €	150 €



Premium Account

* 1st month *

Requirements: KYC Documents Approved (ID Documents + Proof of Address)

Deposit limits:

PREMIUM ACCOUNT	Card or Voucher	Wire Transfer	Total Deposit
Daily	1,000 €	3,000 €	3,000 €
Monthly	3,000 €	10,000 €	10,000 €

Premium Account

* After at least 1 deposit in previous month *

Requirements: KYC Documents Approved (ID Documents + Proof of Address)

Deposit limits:

PREMIUM ACCOUNT	Card or Voucher	Wire Transfer	Total Deposit
Daily	2,000 €	3,000 €	3,000 €
Monthly	5,000 €	10,000 €	10,000 €

Neosurf

Premium Account

*After at least 1 deposit per consecutive,
or non-consecutive previous month, during 3 months*

Requirements: KYC Documents Approved (ID Documents + Proof of Address)

Deposit limits:

PREMIUM ACCOUNT	Card or Voucher	Wire Transfer	Total Deposit
Daily	3,000 €	5,000 €	5,000 €
Monthly	10,000 €	15,000 €	15,000 €

Premium Account

*After at least 1 further deposit per consecutive,
or non-consecutive previous month, during 6 months*

Requirements: KYC Documents Approved (ID Documents + Proof of Address)

Deposit limits:

PREMIUM ACCOUNT	Card or Voucher	Wire Transfer	Total Deposit
Daily	10,000 €	10,000 €	10,000 €
Monthly	30,000 €	30,000 €	30,000 €

Subject to internal security checks, the increasing of deposit limits will be applied. However, should a transaction fail an internal security check, NEOSURF CARD SAS reserves the right to cancel the increase of deposit limits.