



Webinar Series: Payments and KYC

Acknowledgement of Country

ExpertGate acknowledges the traditional custodians of the land on which we meet today and pay my respects to Elders past, present and emerging.

We pay respect to the peoples of the Darug, Tharawal, Eora and Wiradjuri nations who are the Traditional Custodians of this Land.

Payment & Pricing At ExpertGate

Transparency, Reliability, and Security:

- At ExpertGate, we prioritise trust in all collaborative endeavours.
- Our robust payment and pricing policy is designed to:
 - Safeguard your interests through transparent processes.
 - Ensure smooth and fair transactions.

Key Principles

- **Transparency:** Clear pricing and fees at every step. Detailed explanation in ExpertGate's payment policy.
- **Reliability:** Consistent and timely payments for all services.
- **Security:** Advanced measures to protect all financial transactions.

How does ExpertGate manage payments?

Secure Payment Handling:

- ExpertGate partners with Stripe and utilises **Stripe Express Connect** to securely handle payment delivery, holding, and receipt for contracts/sessions between experts and clients.
- Clients are required to pay in advance, with funds held in a designated **Platform Secured Account under the expert's name**, protected by Stripe, and kept separate from our operational accounts to ensure security and transparency.
- All experts must complete **Know Your Customer (KYC)** verification as mandated by Stripe to ensure compliance and security in financial transactions.

How does ExpertGate manage Automatic payments?

Automatic Release of Funds

- After an Expert completes a Project or Session, they submit a release request to the client.
- The Customer has a designated review period to assess the delivered service and ensure the agreed-upon requirements are met.
- If there are no objections after the review period ends, funds held in the Platform Secured Account will be **automatically released** to the Expert's account.

Why ExpertGate Chooses Automated Payments

- **Efficiency:** Automated payments streamline the transaction process, reducing time spent on manual approvals and transfers.
- **Security:** By utilising a secure platform like Stripe, ExpertGate ensures that all transactions are protected, minimising the risk of fraud or errors associated with manual handling.
- **Transparency:** Automated systems provide clear tracking and documentation of all transactions, enhancing accountability for both experts and clients.
- **User Experience:** Clients and experts benefit from a smoother, faster payment process, improving overall satisfaction and encouraging repeat business.
- **KYC Compliance:** Automated payments incorporate KYC processes to verify the identity of users, ensuring that funds are released only to legitimate account holders, enhancing trust and security.

Why ExpertGate Chooses Stripe Connect

- **Industry Leader:** Stripe is a globally recognised payment processor known for its reliability and innovation in handling online transactions.
- **Security Assurance:** Stripe Connect provides robust security features, including encryption and compliance with global payment regulations, ensuring that user data and transactions are protected.
- **Seamless Integration:** ExpertGate can easily integrate Stripe Connect into its platform, providing a smooth payment experience for both experts and clients without technical complications.
- **Flexible Payment Options:** Stripe Connect offers various payment methods, accommodating a wide range of client preferences and increasing conversion rates.

Why ExpertGate Chooses Stripe Connect

- **Automated Payments:** With Stripe, ExpertGate can automate the payment process, allowing for quick, secure, and hassle-free transactions while minimising manual work.
- **KYC Compliance:** Stripe's integrated KYC processes ensure that only verified users can access funds, enhancing security and trust among all platform users.
- **Real-time Reporting:** Stripe Connect provides detailed reporting and analytics, enabling ExpertGate to track transactions and financial performance effectively.
- **Global Reach:** Stripe operates in multiple countries, allowing ExpertGate to expand its services to a worldwide audience, facilitating international transactions with ease.

Top Companies Using Stripe



PCI DSS Compliance - Highest Level

- ✓ **Essential for Card Payments:** PCI DSS (Payment Card Industry Data Security Standard) is a set of security standards required for all businesses that handle credit card information.
- ✓ **Stripe is PCI DSS Level 1 compliant:** The highest level of compliance in the payment industry.
- ✓ **Reduced Scope for ExpertGate:** By using Stripe, ExpertGate significantly reduces its PCI DSS scope and compliance burden.



KYC Step 1

ExpertGate Inc.
partners with
Stripe for secure
financial
services.

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Verify your personal details

This information is collected to verify your identity, keep your account safe, and help meet legal and regulatory requirements. For more information, consult the [Privacy Policy](#).

Shamim Hasan
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[Edit](#)

Date of birth

DD / MM / YYYY

Home address

Australia

Street address

Apartment, unit, or other

City

State

Postal code

Your address is required to be in the same country as your account.

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KYC Step 2

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English (US) ⌵

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support@expertgate.org

Test mode

Add an account for payouts

Earnings that you receive will be sent to this account.

Account holder name

Must match the name on your bank account exactly, using English characters.


BSB (Bank Service Branch code)

Account number

Confirm account number

Continue

KYC Step 3

 ExpertGate Inc. ? 🔔 👤

Overview

Balance

Total earnings ⓘ

\$0.00 AUD

From Nov 1, 2023 to Oct 9

[View trends in your earnings over time](#)

\$0

1W 4W 3M **12M**

Recent transactions See all

No transactions yet

From here you'll be able to see all your payments and payouts.

Balance

Total balance ⓘ **A\$0.00 AUD**

Available to pay out **A\$0.00 AUD**

Available soon **A\$0.00 AUD**

In transit to bank **A\$0.00 AUD**

[See details](#)

Activity See all

No activity

KYC Step 4

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Test mode

Review and submit

Take a moment to review your information.

Personal details

Shamim Hasan [Edit](#)
shamimhasan008+1@gmail.com
Born on January 1, 1989
32 Eric Street
Taree NSW 2430 AU

Payout details

 STRIPE TEST BANK AUD [Edit](#)
11 0000 11 0000 3456
Jenny Rosen

By clicking Agree and submit, you agree to the [Recipient Agreement](#), to receiving autodialed text messages, and you certify that the information you have provided is complete and correct.

Agree and submit

Manual Payment Option (available soon)

If you choose manual payments:

- Experts must share their ID directly with ExpertGate for verification.
- ExpertGate will manually verify your identity.
- Clients will pay directly into ExpertGate's account.
- ExpertGate will then manually release your payment to your account.

Q/A

We welcome your questions!

If you have any inquiries about ExpertGate, payment processes, or KYC verification, please feel free to ask!