



Case study

# **Euronav's Cpt Vasileios talks about the MarTrust e-wallet**

**MarTrust**<sup>®</sup>  
MARITIME PAYMENT SPECIALISTS

## Meet Cpt Vasileios from Euronav

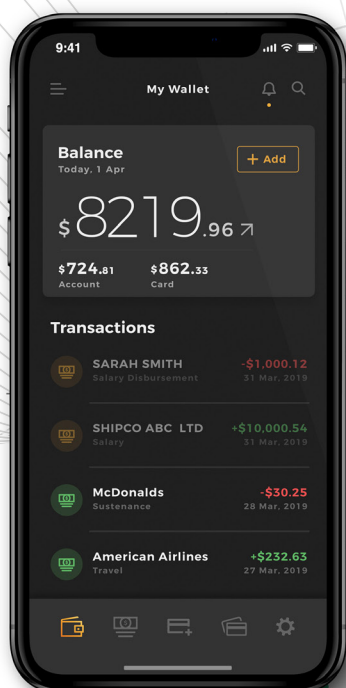
**Avita Garhwal, Marcura:** Captain, could you tell us a little about yourself, including how long you've been sailing, where you're heading, and what ship you're on?

**Cpt Vasileios:** I have been at sea since 1994, working as a sailor since 2000 and a captain since 2012. We travel all around the world, though these days we are at M/T CAP CHARLES.

## A typical day for a Captain

**AG:** I'm wondering what a normal day onboard looks like for you; could you share a little about that?

**CV:** Life is different on a ship. It is like a small community. Everyone must take specific responsibilities to ensure the safe operation of the ship. However, we cooperate as a team and live as a large family. Nowadays, those who work as sailor can stay in contact with their relatives every day, thanks to the internet, which is very important and makes them very happy.



## Easy to use

**AG:** Do you personally use the MarTrust e-wallet? Can you share your experience of the app – was it easy to use?

**CV:** Yes, I've been using the Mar Trust e-wallet for a while and I personally find the App useful and very easy to use. It doesn't require you to spend a lot of time on it, which is another benefit.

***“The app is so easy to use that no special skills or guidance was needed.”***

## Faster, quicker transactions

**AG:** What features do you like the most in the app? Have you tried sending money from the e-wallet to a bank account?

**CV:** I like the fact that it's safe and there is no worry about losing your money, along with the ability to exchange currencies. Yes, I have tried that successful.

***“I use it every day in my daily purchases – In fact, there was one time when a transfer was completed in under an hour.”***





## Easy to use

**AG:** Could you share some of the feedback you've received from seafarers? And what are the most common nationalities of crew that you work with?

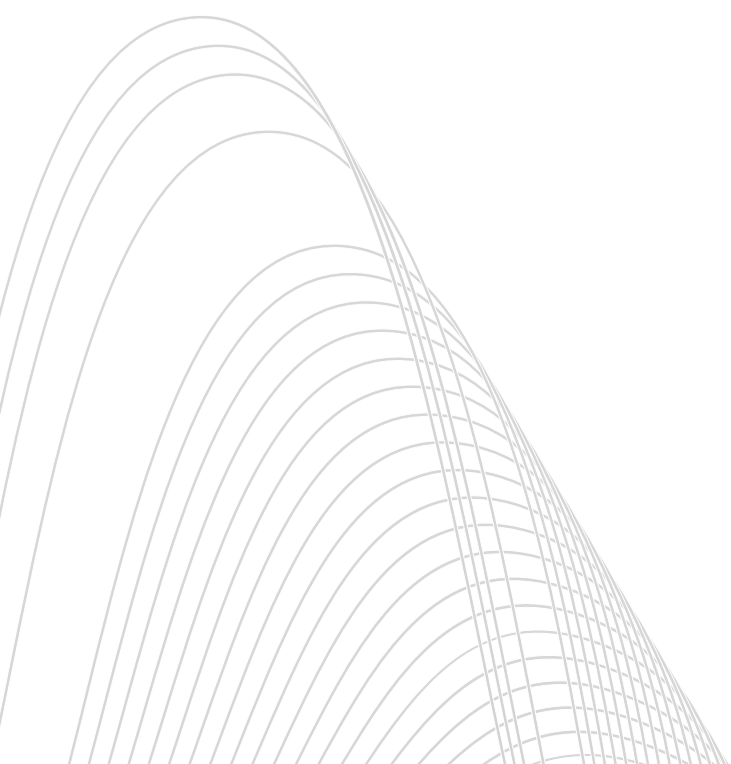
**CV:** I have discussed Mar Trust with them and after some initial questions they all agreed that the App is very useful.

## CTM made easy

**AG:** In context to advances in the CTM process, what did you do before you started using the MarTrust e-wallet, and how is it different now?

**CV:** It used to be complicated as the captain cannot carry a large amount of cash to pay crew. We had to request cash and deal with each Agent at each port which was time-consuming and expensive.

***“Now with the App, the deposits are transferred to each of the sailors quickly and safely and can use the requested deposit at once without having to wait to arrive in port.”***







# MarTrust<sup>®</sup>

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