MarTrust Crew Account

Getting Started Guide

MarTrust

Hello Pietro

$6,850.00 🇺🇸 ▾

→ Send   ⇄ Exchange   ▭ Card

Transactions

+	Maritime Pay Inc 30 Oct	+$4,000.00
→	Sam Smith 26 Oct	-$1,000.00 €917.50
⇄	USD to EUR 26 Oct	-$500.00 €917.50
→	Philip Rao 20 Oct	-$2,000.00 €917.50
⇄	GBP to EUR 19 Oct	-$500.00 €917.50
↑	Card load 15 Oct	-$1,000.00 €917.50
+	Maritime Pay Inc	+$4,000.00
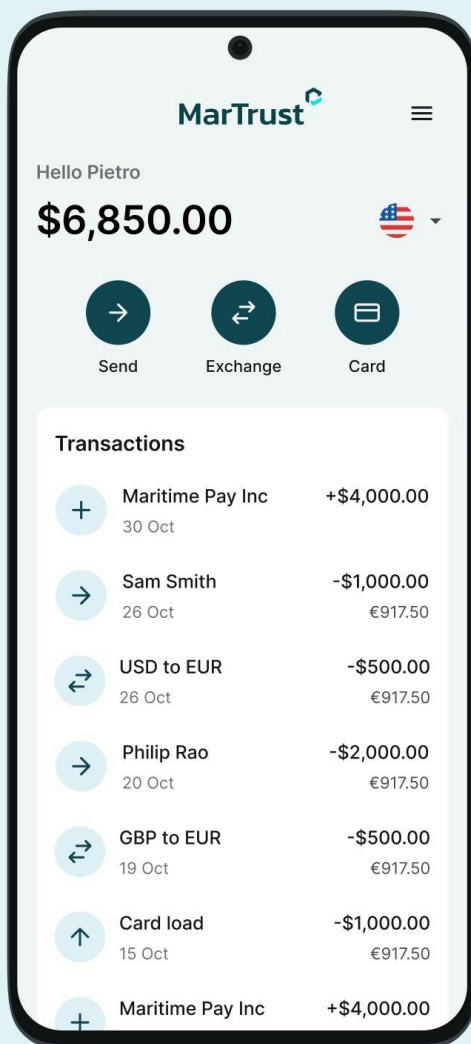
↓ You received your salary
$4,500 🇺🇸

↑ You sent money to Juan
$2,000   Free transfer

🇪🇺 ATM Athens Port
€200   Free withdrawal

MarTrust

Find out more at information at **help.martrust.com**
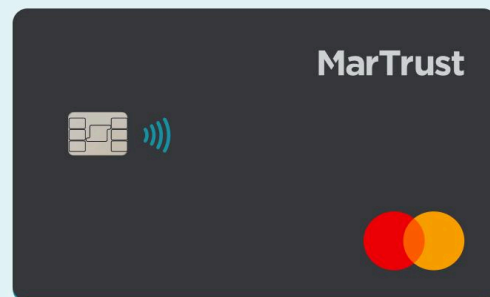
MarTrust

Getting Started Guide

Account setup

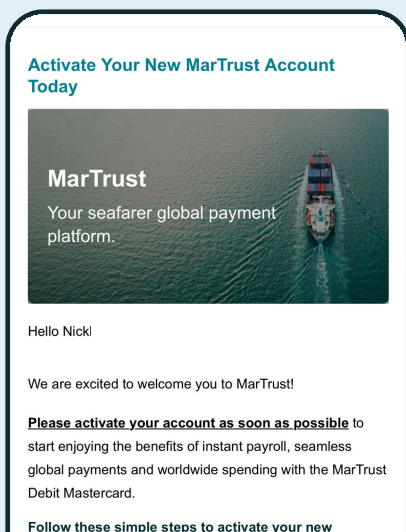Activate your account

Log in to your account

Account overview

Dashboard

Exchange currencies

Send money to recipients

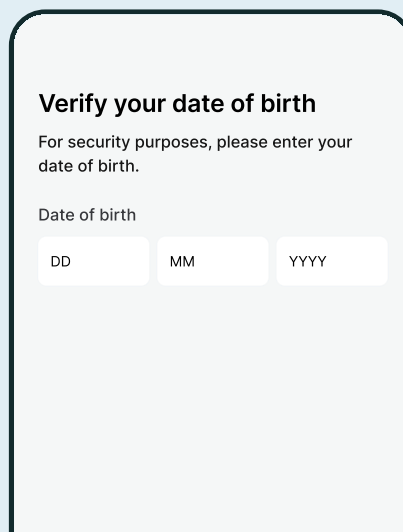Set up Auto-Send transfers

Crew-to-Crew transfers

MarTrust card

Activate your card

Load money to your card

Freeze your card

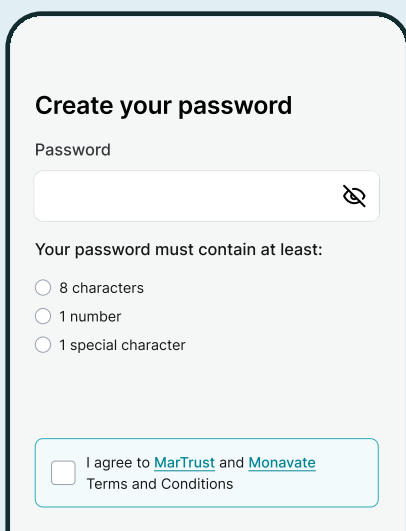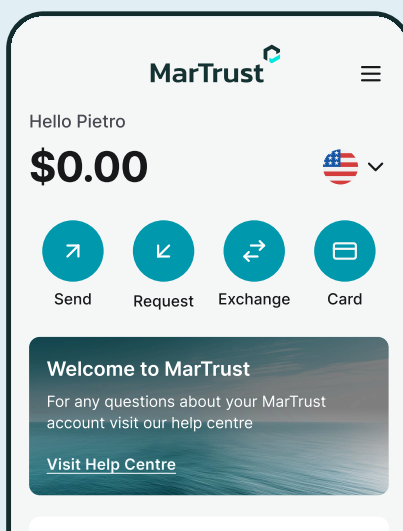For step-by-step guides, visit **help.martrust.com**

How to activate your account

Activate Your New MarTrust Account Today

MarTrust
Your seafarer global payment platform.

Hello Nick!

We are excited to welcome you to MarTrust!

Please activate your account as soon as possible to start enjoying the benefits of instant payroll, seamless global payments and worldwide spending with the MarTrust Debit Mastercard.

Follow these simple steps to activate your new

1. Follow the instructions in your activation email from noreply@martrust.com

Verify your date of birth

For security purposes, please enter your date of birth.

Date of birth

| DD | MM | YYYY |

2. Confirm your date of birth (in the format of date/month/year)

Create your password

Password

Your password must contain at least:

- 8 characters
- 1 number
- 1 special character

I agree to MarTrust and Monavate Terms and Conditions

3. Create a password, agree to the terms and conditions then continue.

MarTrust

Hello Pietro

$0.00

Send   Request   Exchange   Card

Welcome to MarTrust
For any questions about your MarTrust account visit our help centre

Visit Help Centre

4. We'll confirm your details then load your MarTrust dashboard.
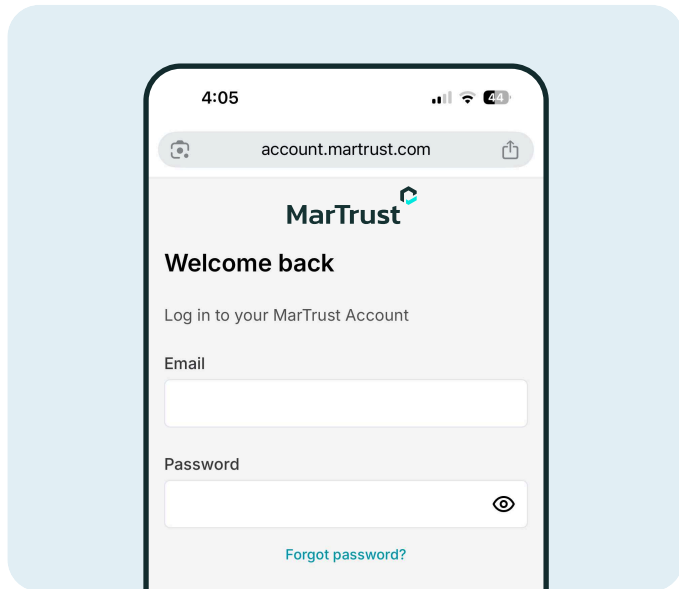
Download the MarTrust mobile app

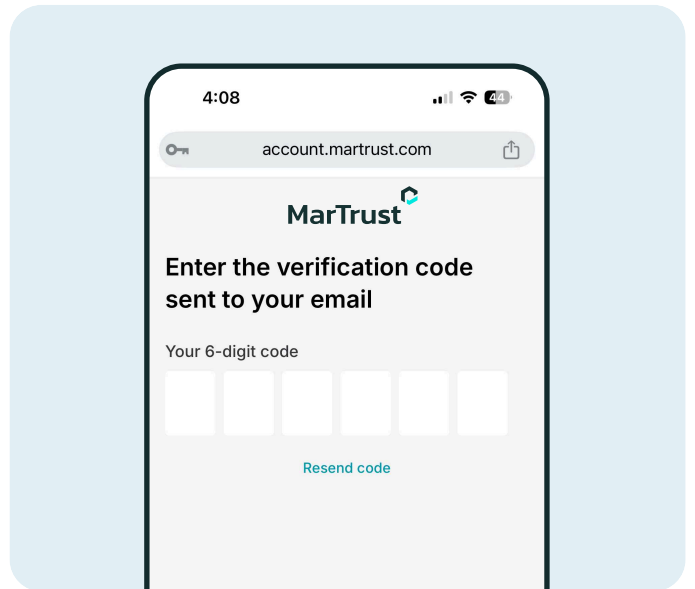Once you've activated your account, download the MarTrust mobile app for the best experience.

Download on the App Store   GET IT ON Google Play

How to log in to your account

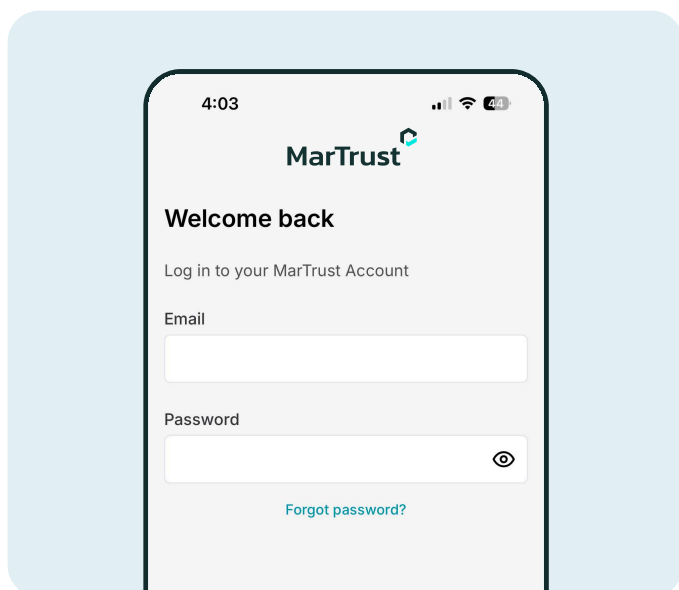## Via web browser

Visit account.martrust.com

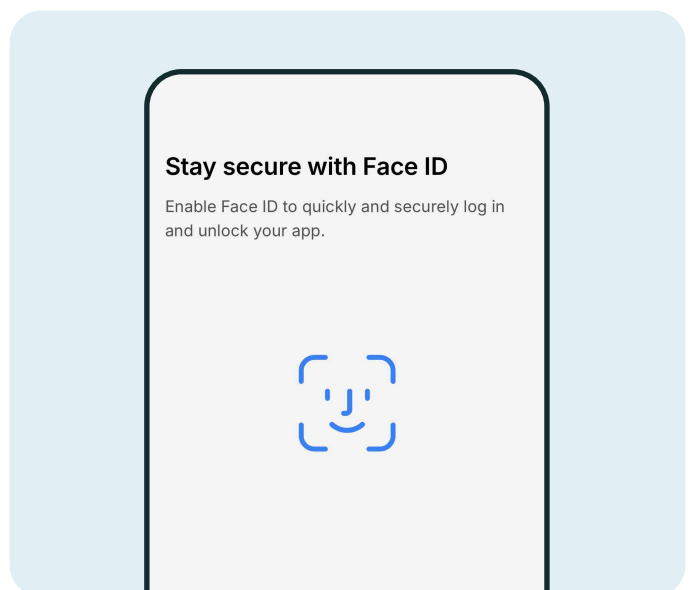1. Enter your email and password, then select **Log in**

2. Enter the 6-digit verification code sent to your email
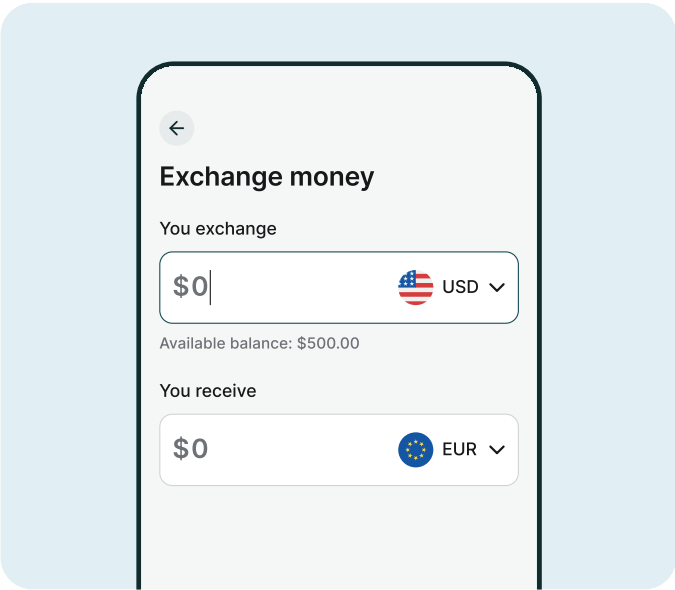
Via mobile app

1. Log in with your email and password, and enter the 6-digit email verification code (first log in only)
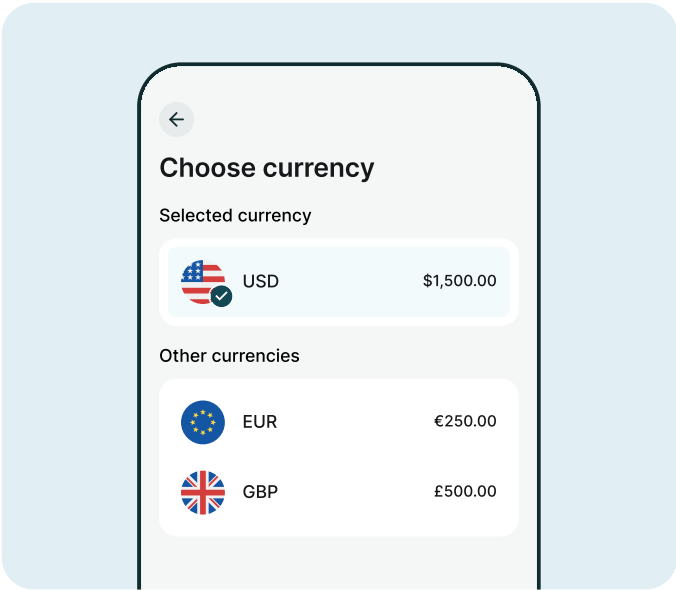

2. Enable biometric authentication for faster and more secure log in
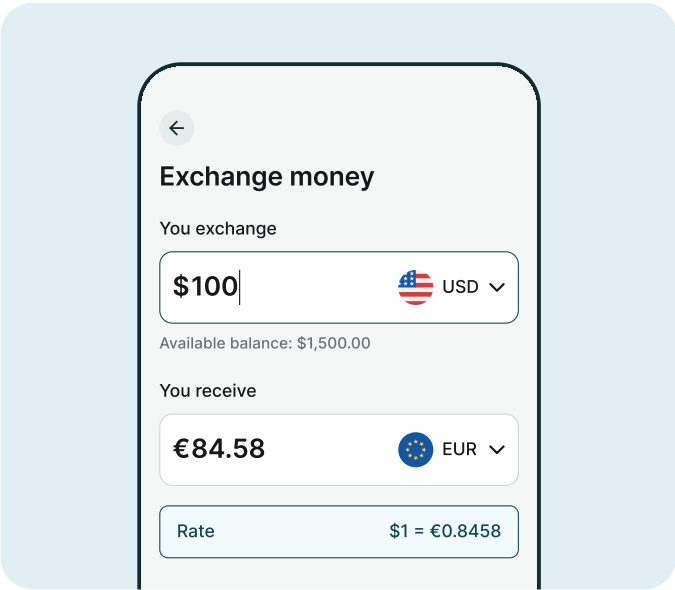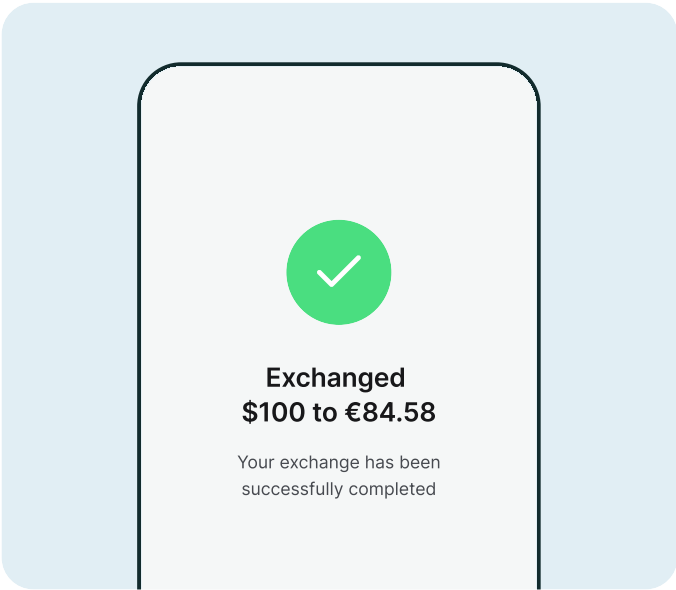
How to exchange currencies

1. Select Exchange from your dashboard, then choose the currencies to exchange.

2. To change the currencies, select the currency flag dropdown.

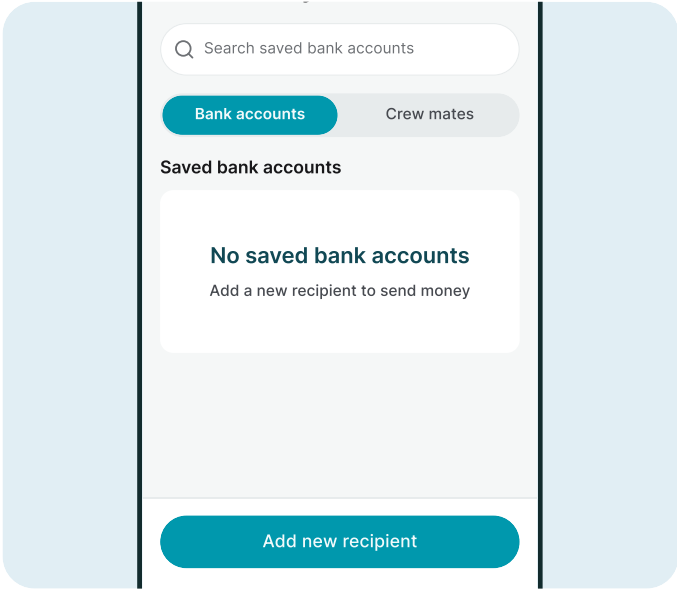3. Enter the amount you want to exchange, review the rate, then select continue.

4. Confirm the transfer.
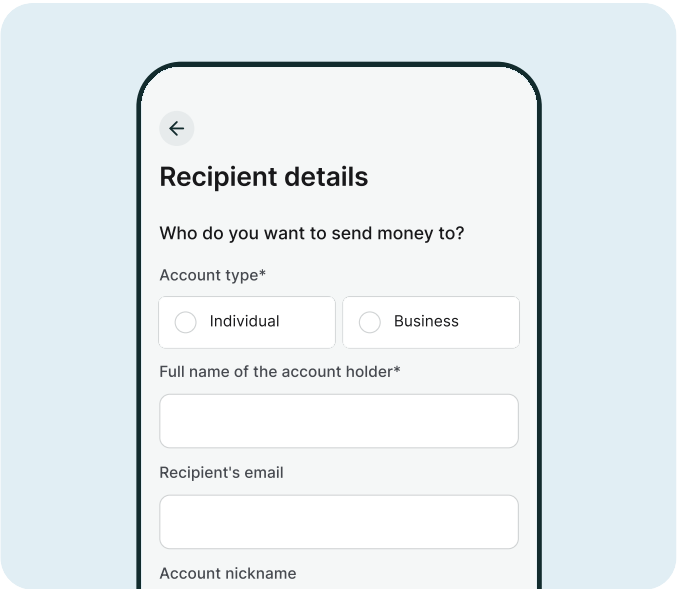Your currencies will be exchanged instantly.

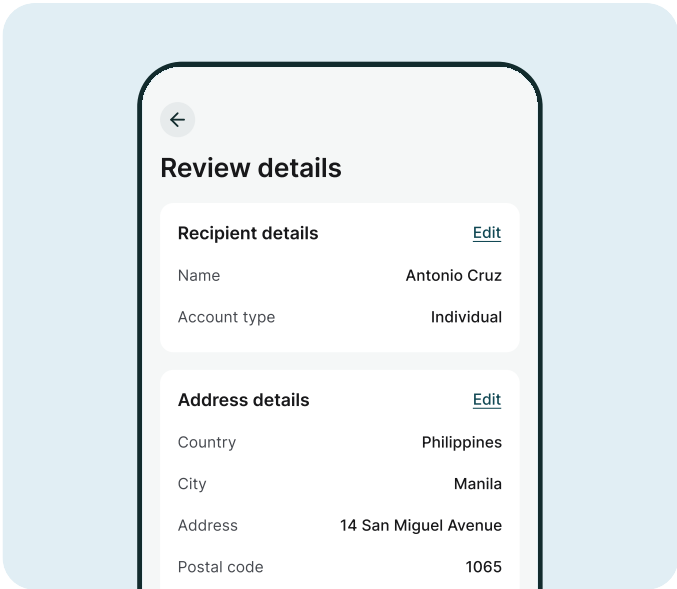# Send money to recipients

How to add a recipient
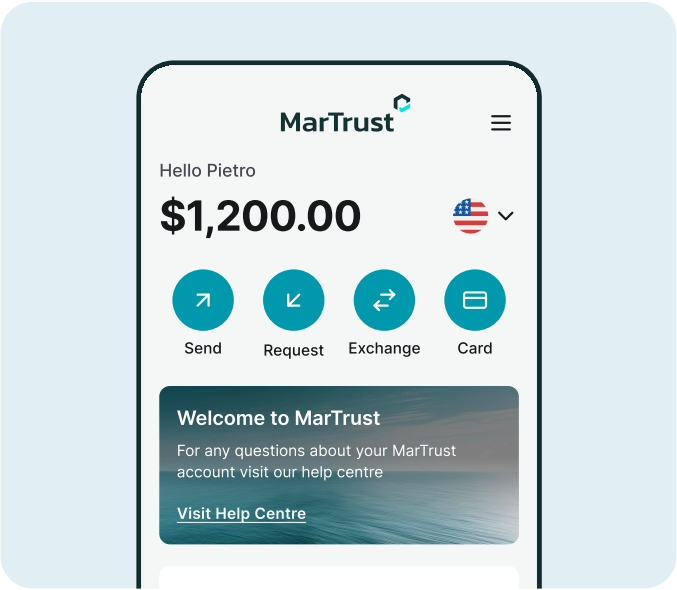
1. From your Dashboard, select **Send Money** or go to **Recipients** from the side menu
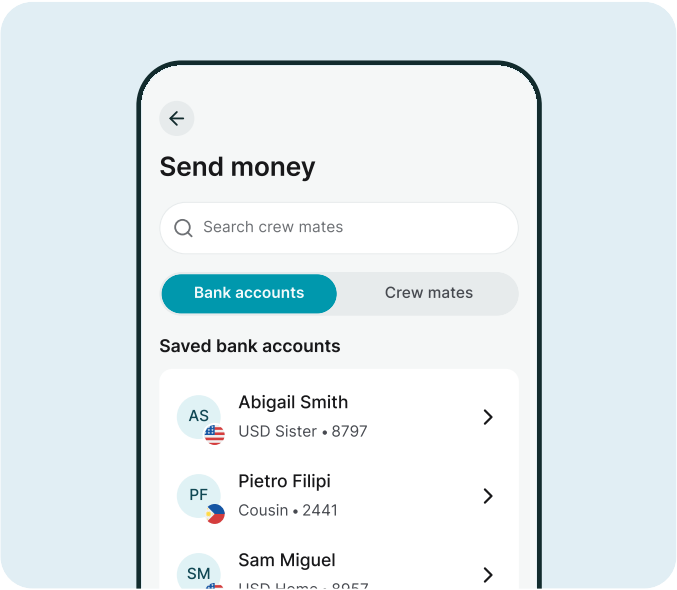

2. Select **Add new recipient**

3. Add the recipient's details, address and bank details, then continue.
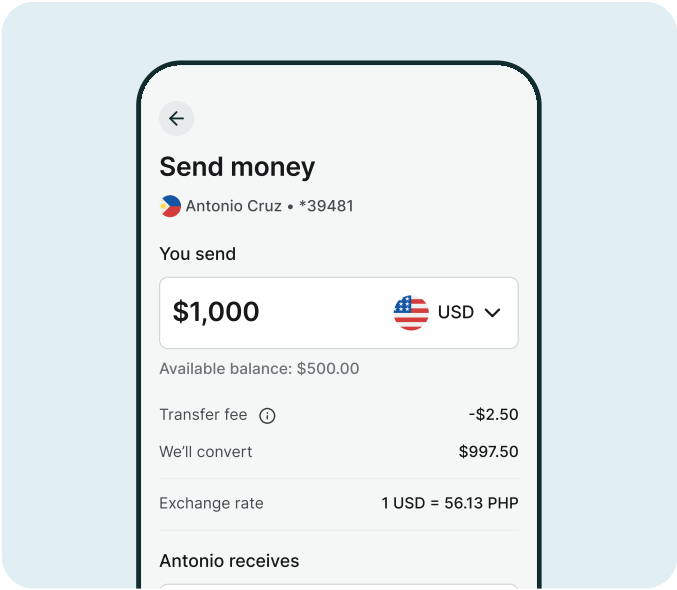

4. Review and check all details are correct, then confirm. Your recipient will appear in your **Saved bank accounts**.

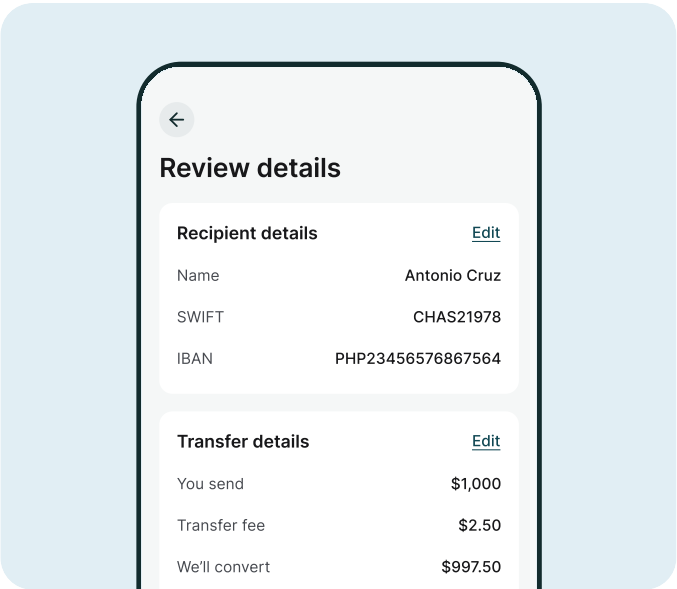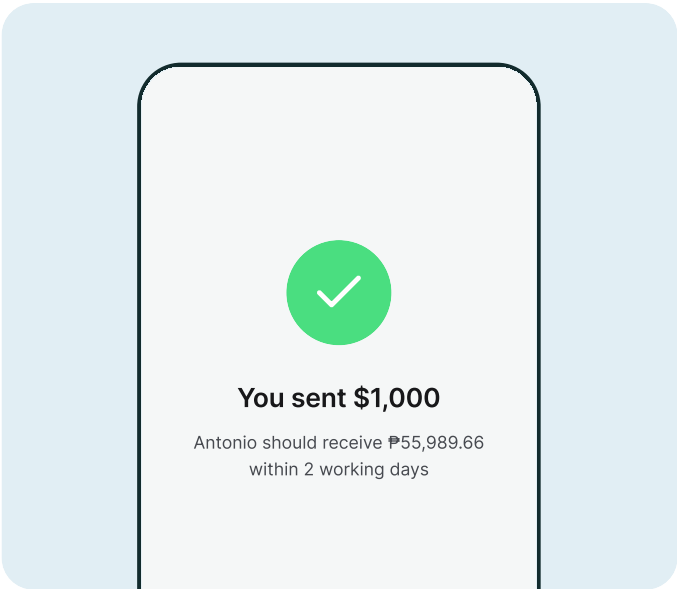# Send money to recipients

How to send money

1. Go to **Send Money** then select a recipient

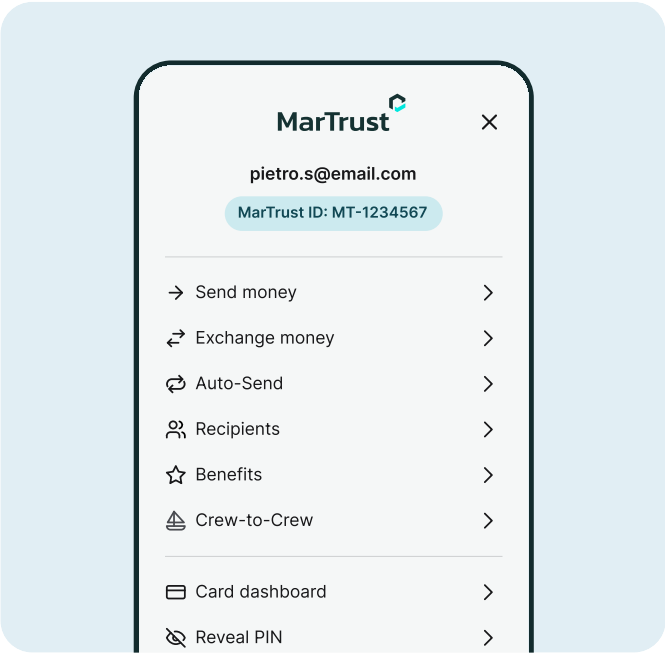2. Enter the amount you want to send then continue

3. Review and check all transfer details are correct. You may be required to add a payment reason.
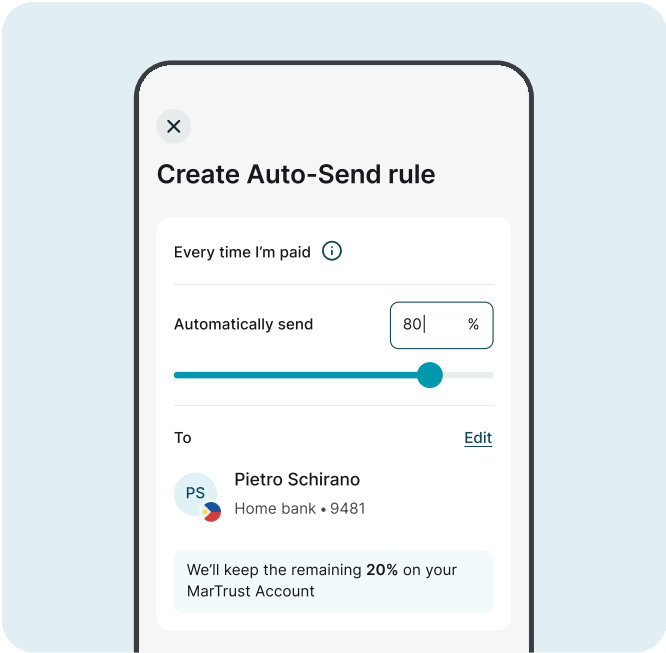

4. Confirm the transfer.
We'll process your transfer and send you a confirmation email.

Auto-Send tranfers
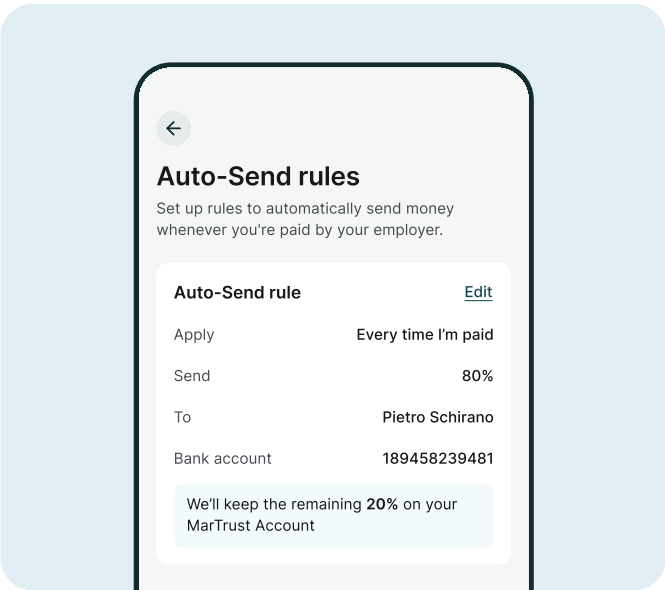
Set up your Auto-Send rules
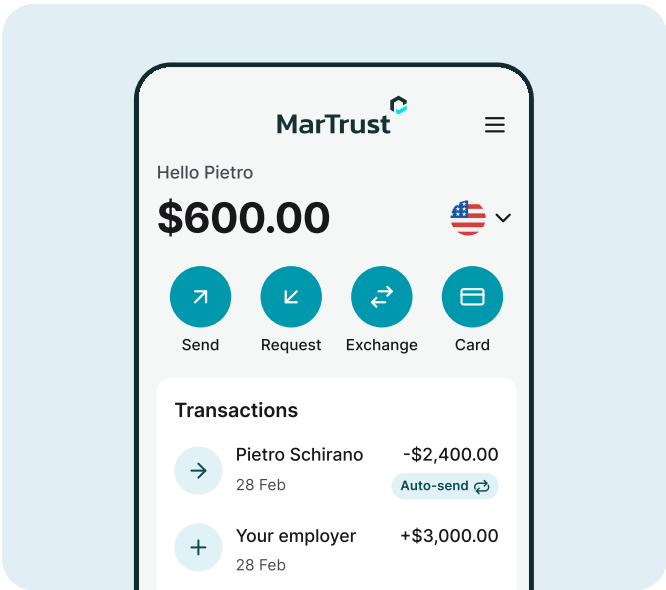

1. Select **Auto-Send** from the side menu

2. Select **Add new rule**, set a % to send, choose the recipient, then **Save rule**.

We'll take care of the rest

Your rules are set – we'll automatically send money based on your rules whenever you're paid by your employer.
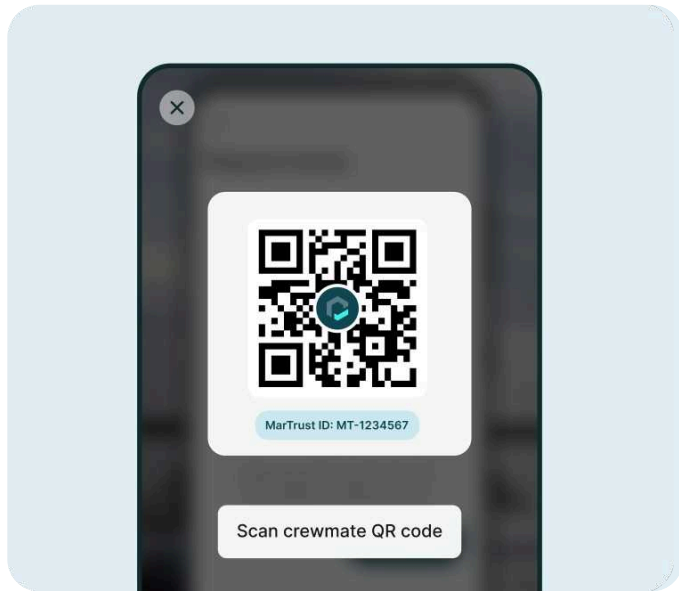

Auto-Send transfers will be clearly displayed in your Recent Transactions list.
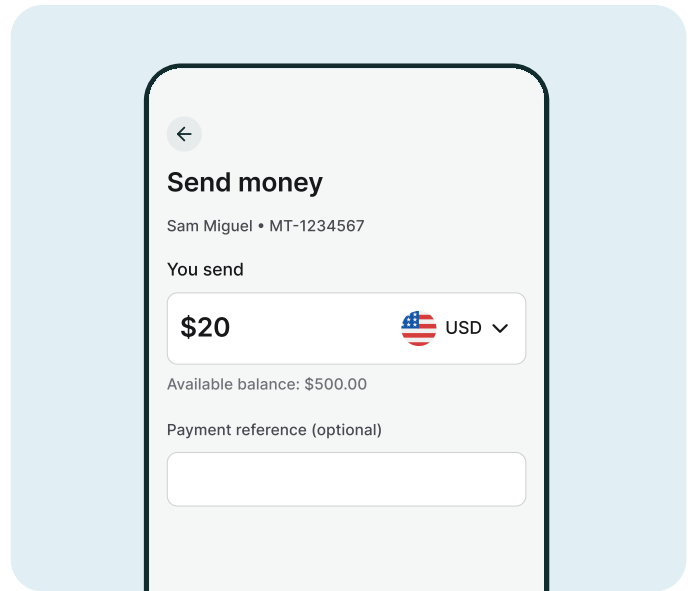
Crew-to-Crew transfers

Send money to crewmates

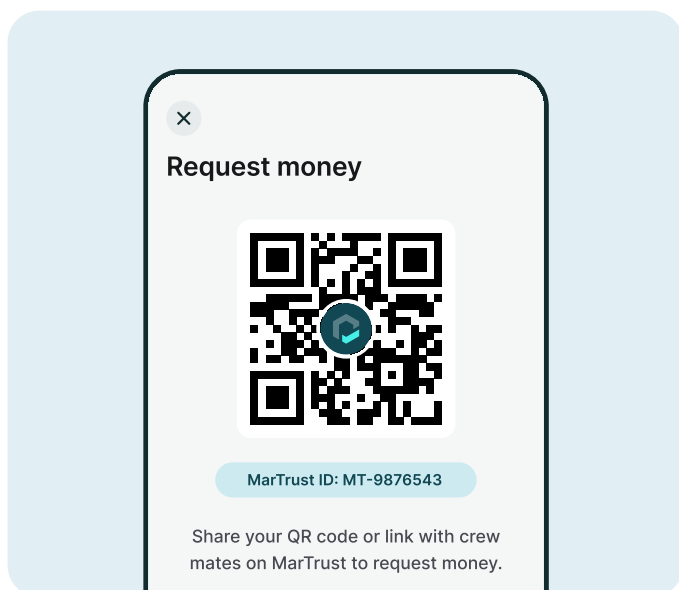Instantly send money to anyone with a MarTrust Account

1. Scan a crewmate's QR code or open their payment link
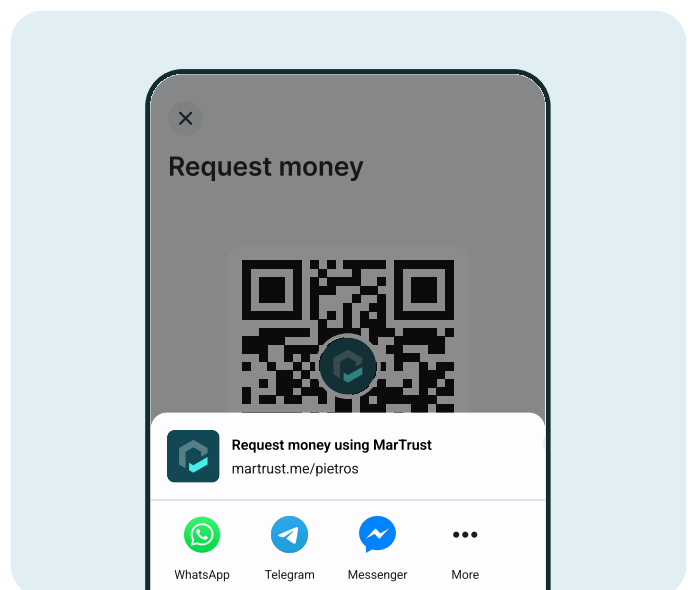

2. Enter an amount to send

Request money from crewmates

Quickly and securely share your payment details with crewmates
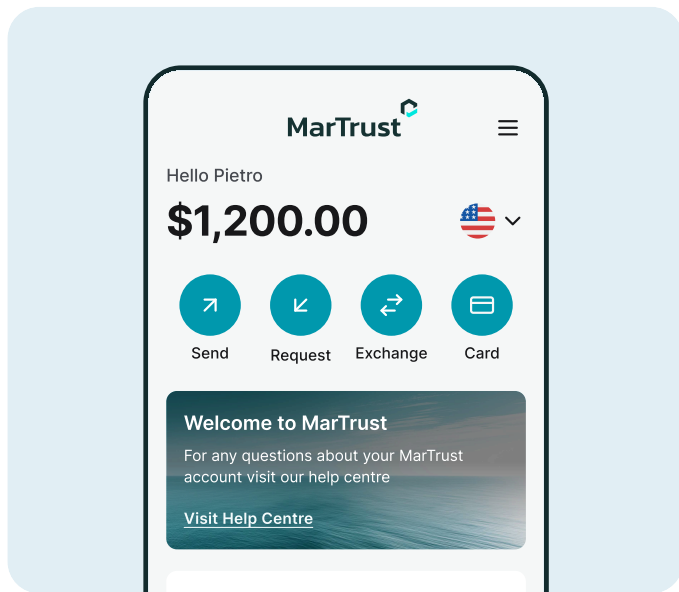

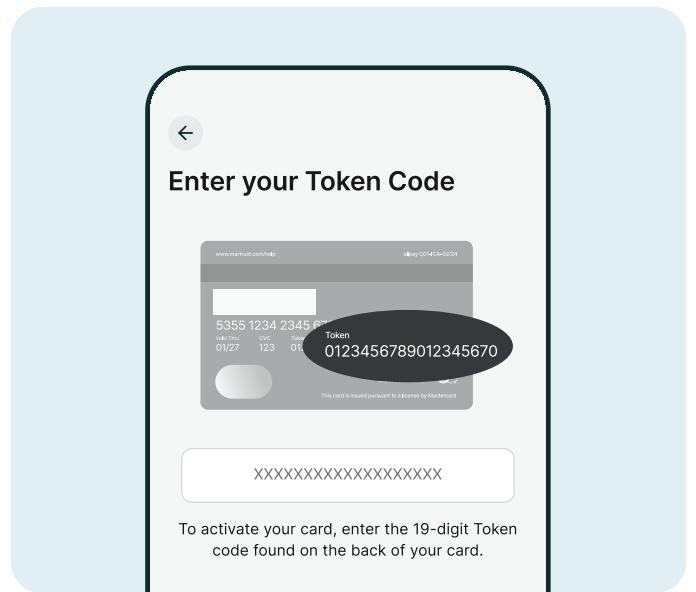Select **Request** from dashboard. Share your QR code with crewmates onboard your vessel

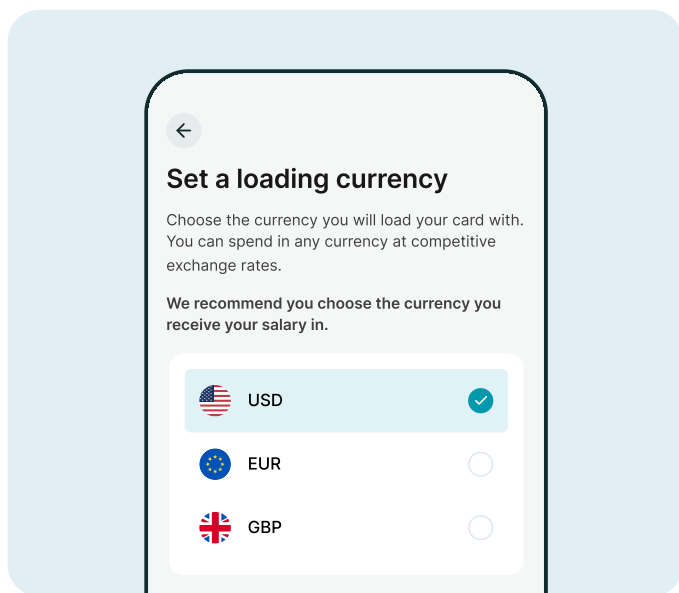Or share your payment link with crewmates not onboard your vessel
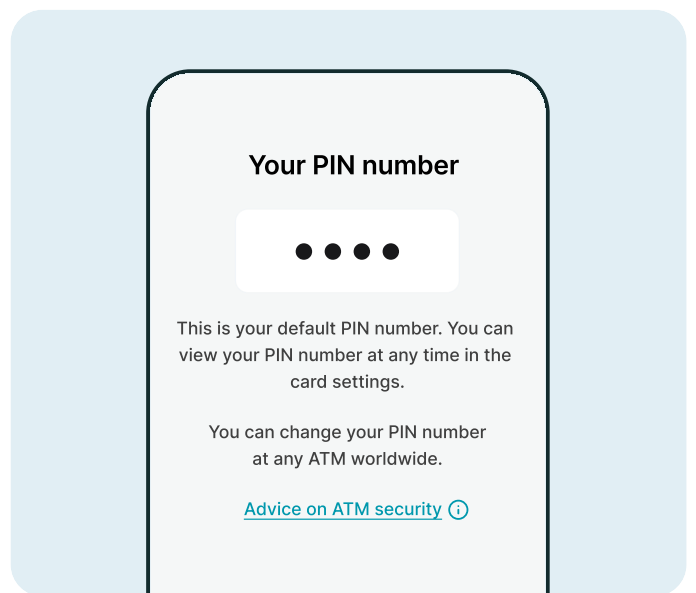
How to activate your MarTrust card

MarTrust

Hello Pietro

$1,200.00 🇺🇸 ⌄

Send | Request | Exchange | Card

Welcome to MarTrust
For any questions about your MarTrust account visit our help centre

Visit Help Centre

1. From your Dashboard, select **Card.**

Enter your Token Code

5355 1234 2345 6

Token
0123456789012345670

XXXXXXXXXXXXXXXXXXX

To activate your card, enter the 19-digit Token code found on the back of your card.

2. Enter the **19-digit Token code** printed on the back of your card, then continue.

Set a loading currency

Choose the currency you will load your card with. You can spend in any currency at competitive exchange rates.

We recommend you choose the currency you receive your salary in.

🇺🇸 USD ✓

🇪🇺 EUR

🇬🇧 GBP

3. Choose your card loading currency.
You can spend in any currency with instant conversion at competitive exchange rates.

**You cannot change the loading currency once you have confirmed your choice.**

Your PIN number

● ● ● ●

This is your default PIN number. You can view your PIN number at any time in the card settings.

You can change your PIN number at any ATM worldwide.
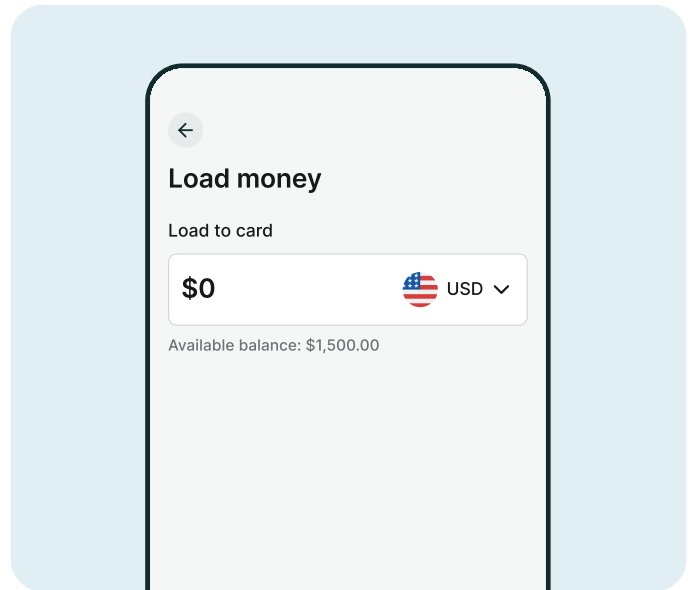
Advice on ATM security ⓘ

4. View your card PIN.
You can change your PIN at any ATM

To use your card for contactless payments, you need to first make a Chip and PIN transaction.
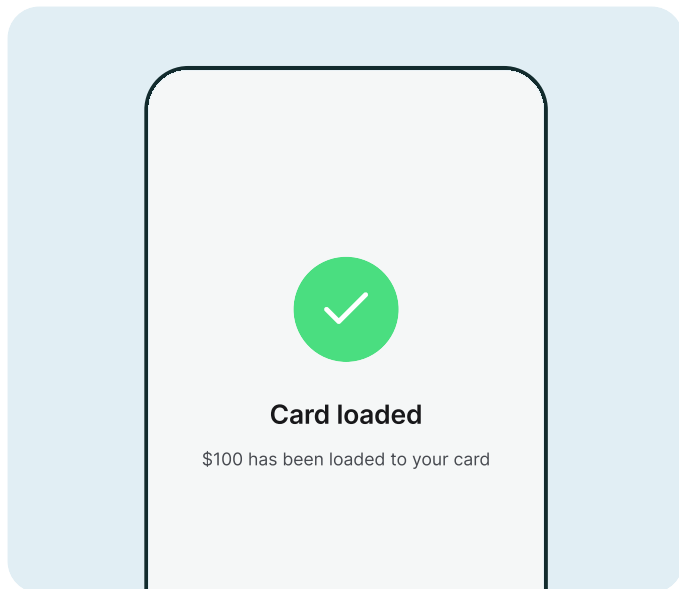
How to load money to your card
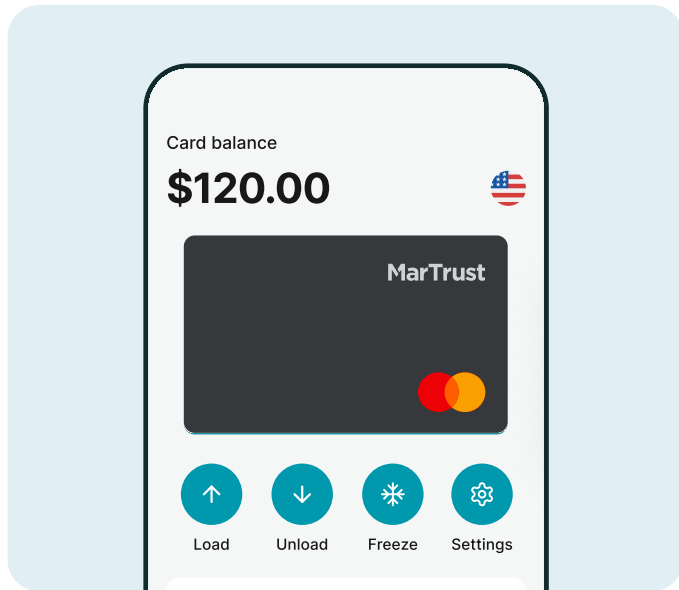
1. Select **Load** from your Card Dashboard

2. Enter the amount you want to load to your card. To change the account to load from, select the currency flag dropdown.
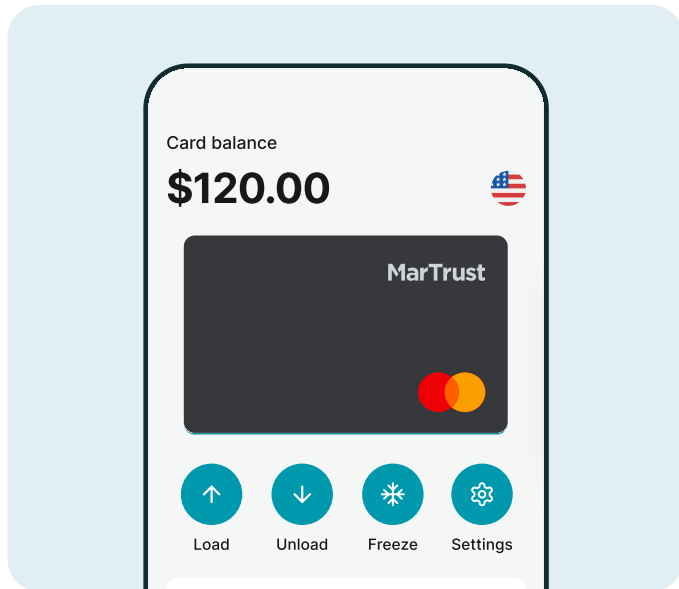

3. Check the details then confirm the load. The amount will be transferred from your main account to your card.
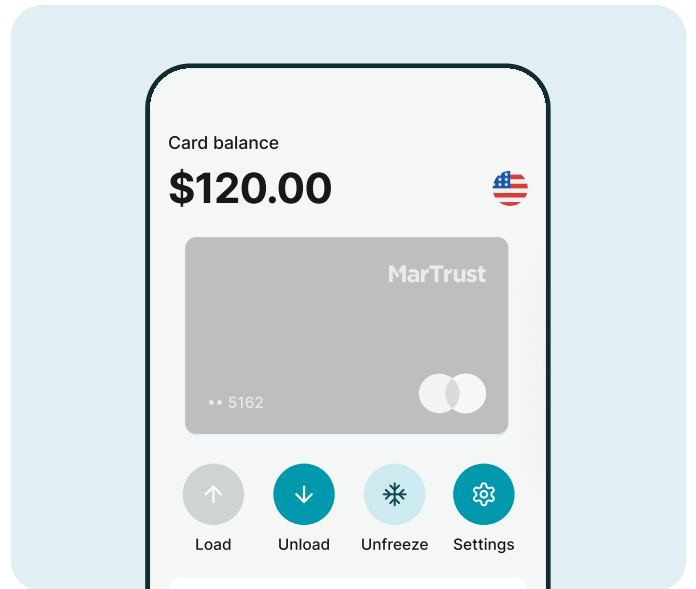
How to freeze your card

Freeze your card

If you lose it, don't recognise a transaction, or want to prevent it from being used.
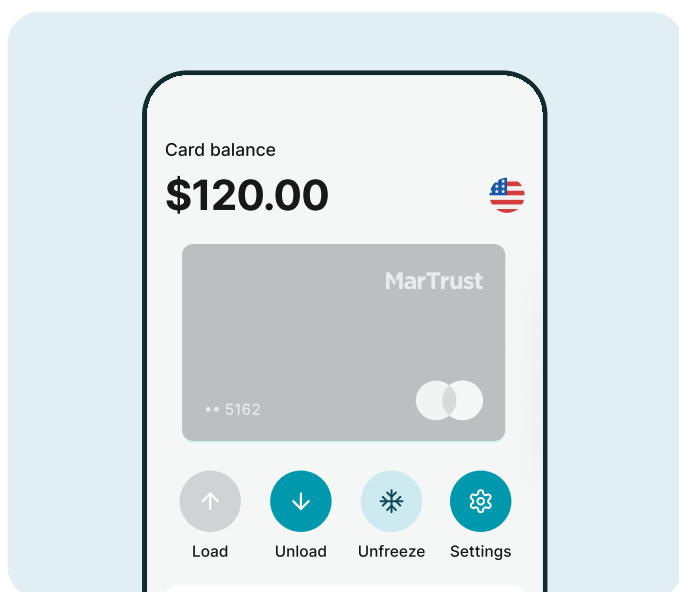

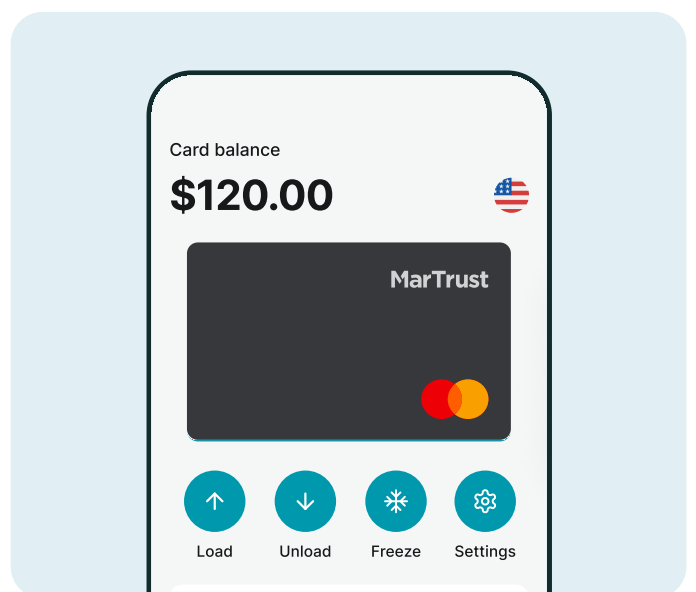Select **Freeze** from your Card Dashboard

All transactions will be blocked while your card is frozen.

Unfreeze your card

To use your card again, unfreeze it.

Select **Unfreeze** from your Card Dashboard

You'll be able to use your card as normal