

FAQ Topic	FAQ Question	FAQ Answer
Setting Up My Account	What documents will I need to set up an account?	<p>We will need to verify your identity through a photographic ID (Passport, Driving Licence or National ID card.)</p> <p>You will also need to provide well as a proof of address that's dated to no longer than 90 days.</p>
	How long does it take to open up an account at Blackthorn?	<p>Hopefully we can have your account up and running within 24 hours</p> <p>However, the onboarding time frame will vary on the type of account you wish to open to have your account up and running within 24hours.</p>
	Which devices are compatible to use my Blackthorn account on?	<p>Blackthorn is compatible with iOS 10 and above. Android 5.0.0 and above. iOS and Android apps are in Beta release.</p>
	How do I update my personal details?	<p>Your address (email) and mobile phone number can all be easily updated from your app:</p> <ul style="list-style-type: none"> - Tap into the menu (Top right of the home screen) - Profile - Select Personal Information - - Select the option that needs changing. <p>If you need to change your ID, all you need to do is send us a photo of the document by email to help@blackthorn.finance</p>
Managing My Account	I forgot my password	<p>This is easy, all you need to do is click on the Forgot Your Password link and follow the self-reset your password steps.</p>
	Are there any monthly/annual fees?	<p>All the information you need to know about fees can be found on fees section on our website.</p>
	There's a problem with my transaction	<p>Sorry to hear it that you are experiencing problems with your transaction. We can help you if you contact us by following these steps:</p> <ul style="list-style-type: none"> - Menu - Help & Support - Having problems? - Send an email to: help@blackthorn.finance <p>Our Support Team will be in touch as soon as possible.</p>
Can I speak to someone by phone?	<p>Our first point of contact is by email. You can contact us by following these steps:</p> <ul style="list-style-type: none"> - Menu - Help & Support - Having problems? - Get it touch 	

- Describe your problem and click on send. Our Support Team will be in touch as soon as possible

How do I make a complaint?

We are sorry that you are unhappy with your Blackthorn experience.

So, we can fully understand what is gone wrong and to get the best possible resolution for you, please write to us with a brief description of what is happened. To make sure your complaint reaches us as soon as possible, please follow the below steps:

- Menu
- Help & Support
- How do I make a complaint?
- Send an email to:

complaints@blackthorn.finance

Once received, we will acknowledge your complaint within 3 working days, and we will look to resolve as soon as possible.

Sending Money

How can I send money?

It's easy, all you need to do is follow the below "Go to" steps. Now, you can only send sterling payments within the UK.

Go to:

- Send Money
- Enter the amount
- You can then Select recipient or Add new recipient.

Is it quick to send a money transfer?

Yes it is quick! A GBP money transfer to any UK account takes less than one minute to complete

How can I add another recipient?

This is easy! All you have to do is go to the Home page and follow these simple steps:

- Select Send Money
- Select Add New Recipient
- Fill the details and save

How can I share my account details?

This is easy! You have the option to share and copy your account details. All you have to do is go to the Home page: and follow these 2 simple steps:

- Select Account Details
- Copy or Share the details

Why haven't I received my UK payment yet?

Blackthorn is part of the Faster Payments network which means payments from most UK banks arrive instantly in your account, but occasionally it can take up to 2 hours.

It's best to get in touch with the sending bank so they can trace the payment for you, if you've been waiting for longer than 2 hours or contact our Support Team following the simple Get in Touch steps:

- Menu
- Help & Support

- Having problems?
- Get it touch
- Describe your problem and click on send. Our Support Team will be in touch as soon as possible.

About Us

Blackthorn Finance Ltd (“Blackthorn”) is Registered as a Company in England and Wales (NO 10024682) and authorised by the Financial Conduct Authority under the Payment Services Regulations 2017 [FRN 927408] for the provision of payment services Registered Office: Unit 8, 74 Back Church Lane, London, United Kingdom, E1 1LX.