FAQ

SWFT Platform and SwftCoin

SWFT is a next generation worldwide transfer protocol. The core team is based in Silicon Valley. SWFT works within the current distributed blockchain ecosystem to create a next-generation global transfer protocol, which is more aligned with the ethos of blockchain's distributed ledger technology compared to Ripple. Transfers are divided into four parts: cryptocurrency to cryptocurrency, cryptocurrency to fiat, fiat to cryptocurrency, and fiat to fiat. SWFT has alredy introduced transfers between cryptocurrencies, other transfer capabilities will be released in the near future. SWFT's platform is based on a cross-chain transfer protocol, leveraging APP/Website/API to create a one click cryptocurrency transfer platform, users enjoy a simple, quick, and cheap cryptocurrency transfer, avoiding complicated trade execution and risk from significant price volatility. SWFT platform utilizes blockchain, machine learning, and big data to achieve risk hedging, fast execution, and cheap transparent fees. SwftCoin (SWFTC) is SWFT platform's token used for facilitating transfers, utilizing SwftCoin provides you with transparent low fees. As the only recommended utility token for fees, SwftCoin will be the next digital currency to challenge XRP. For more details, please visit swft.pro.

Website:
swft.pro（English）
swft.pro/cn（Chinese）
SWFT Platform H5 Version：
exchange.swftcoin.com (English)
exchange.swftcoin.com/cn（Chinese）
Android version:
https://play.google.com/store/apps/details?id=com.swftcoin.client.android&hl=en
iOS version:
https://www.pgyer.com/rgFD

SWFTC can now be traded on the following exchanges:

HitBTC： https://hitbtc.com/

OEX： https://oex.com/

badd： http://www.badd.tv/

coinbene： http://www.coinbene.com/

OKEx：https://www.okex.com/

Huobi pro：https://www.huobi.pro/zh-cn/

Flitb：http://www.flitb.com/

ACOIN：http://a-coin.io/

OTCBTC：https://otcbtc.com/

Tokencan：https://www.tokencan.com/

CEX：www.cex.com

Fubt：www.fubt.top

SWFT APP FAQ

1. I followed all the instructions to deposit tokens, why didn't my order get processed?

Please check whether the token amount that you want to send is the same as the amount in the order.
If not, please correct the amount.
If it's the same, please check whether the sending address is the same as the sending address in the order; if the address is different, tokens cannot be retrieved.
If deposit amount and address are correct, please be patient, transfer delays may be caused by network congestion.

2 Why did I receive a token amount different from the quoted amount when my order was created?

The quote provided is based on real-time transfer rates, the rate will change during the transfer process; the final amount received will be based on the real-time transfer rate at the time of transaction execution minus gas fees.

3 How long does the transfer take？

Transfers usually take around 3 minutes, but the speed may be affected for many reasons, including whether the information was correctly entered, whether proceeds from the transfer are promptly withdrawn, and the current blockchain network conditions.

4 Will there be a refund for failed transfers?

If an order is not fulfilled for personal reasons (including not depositing on time, not choosing transfer mode, not depositing SwftCoins for the transaction fee when needed, and not depositing an amount identical to the order amount), the system will provide a refund within 48 hours, but the gas fee will be deducted, please remember to enter your refund address in the transfer history in order to get the refund. If you entered the wrong token type address for the return, there will be no refund.

If you followed the instructions and the order still isn't complete due to a system error, please contact customer service immediately.

5 What should I do if I accidently quit the SWFT APP during the transfer?

You can locate the transaction on the "Transfer" page under the account tab and continue from where you left off by clicking on the transaction and following the instructions.

6 I have already transferred my tokens, but the status remains "Sending…"

It may be caused by an unsuccessful transfer or the transfer amount is not the same as the amount in the order, please check the blockchain network. If the transfer is successful but the status remains unchanged, please contact us immediately.

7 Order status shows successfully sent tokens but I did not receive them

Please go to the order page to check if you have correctly entered the receive address. If not, please enter the correct address. If you have correctly entered the address, please contact us immediately.

8 Why does the range of token amounts that can be transferred change?

The range of tokens that can be transferred depends on real-time changes in market transaction depth and liquidity.

9 Why can't I withdraw my tokens?

If you are withdrawing ERC-20 (Ethereum) based tokens, you need Ethereum for the gas fee. Please deposit sufficient Ethereum into your account.

If you already have enough Ethereum, please note that you cannot withdraw the same amount of tokens to the same address within 24 hours due to system security restrictions.

10 Why doesn't my selected password meet the requirements for registration？

Passwords cannot contain special characters, including spaces and punctuation marks.

11 Do I need to deposit my tokens into SWFT before transferring？

No, just follow the instructions to make the transfer.

12 Why do I need to pay for withdrawals？

SWFT platform only charges a transaction fee, any other charge is related to gas fees for transfers.

13 Why can't I deposit all types of tokens on my Apple device？

SWFT wallet is currently in beta for Apple (iOS) devices, we will notify users once it is open for all types of token deposits.

14 Why can't I use the SWFT iOS app (Apple) after downloading it？

You must first navigate to device management and select trust us: Settings –> General –> Device Management –> BUNSITI.OOO

15 Why are there only a few types of cryptocurrencies on SWFT?

We are continually updating the app with more cryptocurrency types, expect more to come in the near future!