

## Top up

### Question

### Answer

**What is THBS Balance?**

THBS Balance refers to the amount of available THBS in the customer's wallet that can be used for spending.

**How can customer top up their accounts?**

Customer can begin the top-up journey by selecting the “Top Up” icon on the home screen.

Please note that customer must successfully connect their Web3 wallet before starting the journey.

**When can customer perform a top-up?**

Top-up is available daily from 00:01 to 23:20.

**Where does the exchange rate come from?**

The exchange rate used is provided by KBank

**Can customer top up using Thai Baht (THB)?**

Customer can only use USDC to convert into THBS.

**Are there any limitations on top-ups?**

Each top-up transaction must be less than 50,000 THBS.

Additionally, customer is subject to the following limits:

- Maximum of 50,000 THBS per day
- Maximum of 100,000 THBS per month
- The total balance in the customer's THBS account must not exceed 50,000 THBS, or as otherwise specified by future announcements.

**What is the minimum top-up amount?**

The minimum top-up amount is not less than 1 THBS.



## Question

## Answer

How can customer identify the exchange rate?

The exchange rate is determined based on the amount of USDC being exchanged, and is divided into 3 tiers:

- Tier 1: For amount less than 200 USDC
- Tier 2: For amount from 200 to under 500 USDC
- Tier 3: For amount from 500 USDC

When customer enters the amount of THBS that wish to receive, the system will automatically calculate the required amount of USDC based on the applicable exchange rate tier.

Customer cannot manually select the exchange rate tier. The system will automatically determine the appropriate tier and calculate the required USDC accordingly.

The app initially displays the Tier 1 exchange rate.

What is the time required to complete a top-up?

Customer must complete the top-up process within 5 minutes from the moment they initiate the transaction until it is fully completed, including the time taken to submit the transaction in their Web3 wallet.

If the process is not completed in time, the system will notify the customer, and they will need to restart the transaction.

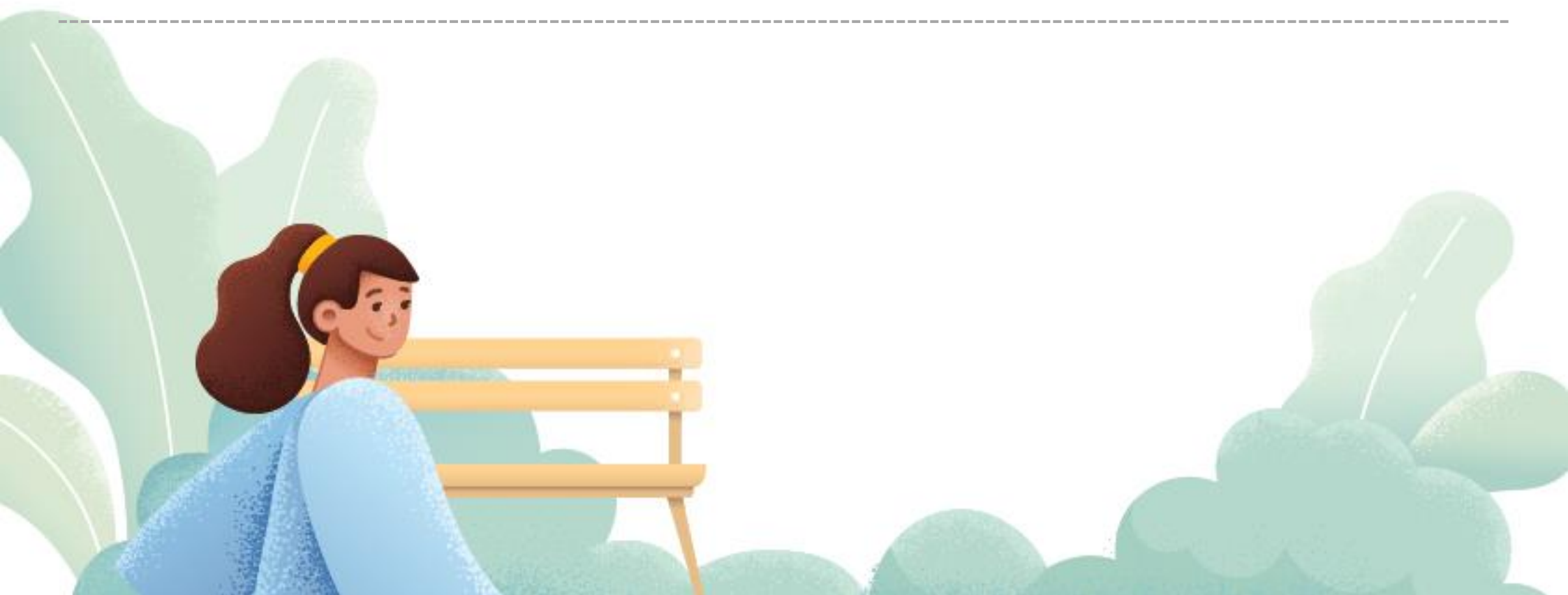
What is a contract address?

The contract address refers to the smart contract used by the project to receive USDC and convert it into THBS, which is then credited to the customer's account.

How many statuses are there in the top-up process?

The top-up process includes four transaction statuses:

- Transaction Pending – The transaction is in progress, awaiting message signing from the Web3 wallet and conversion of USDC to THBS.
- Transaction Success – The transaction has been successfully completed, and USDC has been converted into THBS and credited to the customer's account.
- Transaction Failed – The transaction was not completed within the required time or encountered an error.



## Question

## Answer

How many top-up transactions can customer perform simultaneously?

Each customer is permitted to initiate only one top-up transaction at a time. If a transaction is pending, the customer must wait for it to expire before initiating a new one.

Are there any fees for top-up transactions?

The project does not charge any fees for topping up THBS.

However, customer is still responsible for paying gas fees associated with their Web3 wallet.

