User Guide

How To Withdraw Funds To External Credit Or Debit Card

Withdraw funds to external credit or debit card is an option available
to most verified Paxum account-holders.

Paxum clients located in Canada, USA, Japan or Israel are unable to use this withdrawal option.
We apologize for any inconvenience.

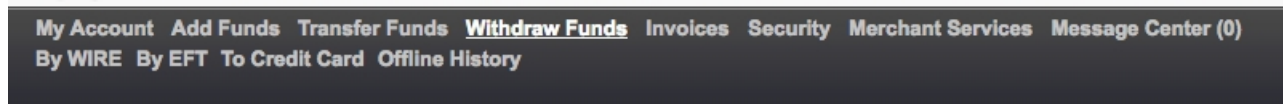**The Associated Fee is $6 USD + 3% per transaction**

Daily Limit = $2,500 USD

Monthly Limit = $30,000 USD
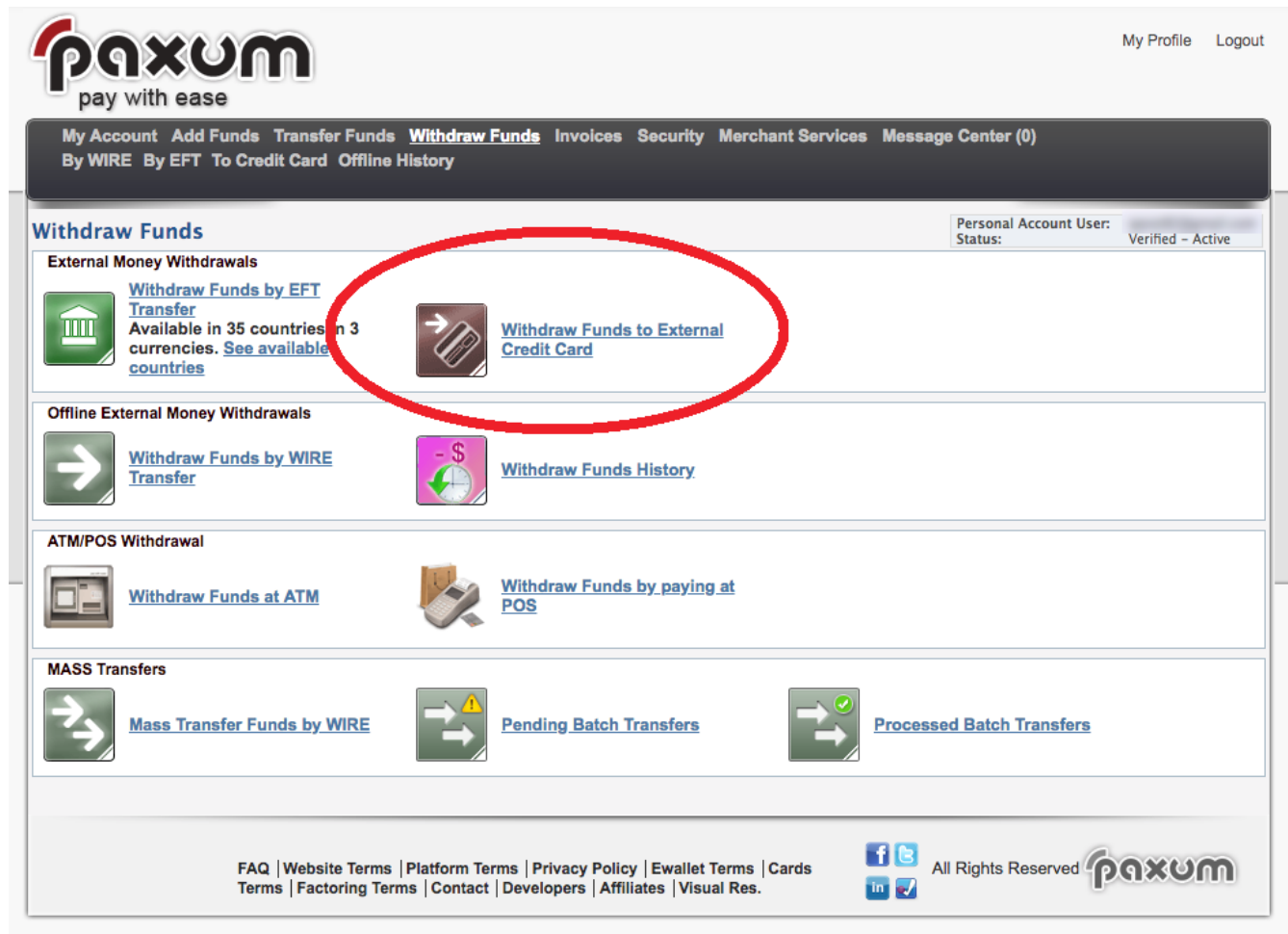(or the equivalent in EUR funds after currency conversion)

How To Withdraw Funds to External Credit or Debit Card

Log-in to your Paxum account.

Click the Withdraw Funds option in the Top Menubar:

From the Withdraw Funds Main Menu page, Click Withdraw Funds to External Credit Card:

If you haven't already added a Credit Card to your Paxum account, you can do it directly in this section. Simply click the Add Credit Card hyperlink as indicated by the red circle in the below image:

On The Add Credit Card or Debit Card screen there are several fields you need to complete.

Name on card: Please enter your name as it appears on the card

Card Type: Select your card type from the dropdown menu

Card Number: Enter the full card number found on the front of your card

Expiration Date: Select Month and Year from the dropdown menu

*Currency: Select your card currency from the dropdown menu

*you can select any currency that is available in the dropdown. Withdrawals are issued in the Paxum currency you select as the FROM account (see page 5 of this user guide) field of the withdrawal page (USD, EUR, etc). Your card issuer may convert the funds to local currency upon receipt.

Type: Select whether this is a primary or secondary card from the menu

Billing Address: Use the dropdown menu to select the appropriate verified address for your

credit or debit card

Click Save when the information is entered completely.

You can add as many Credit or Debit cards as you want. Please make sure that you only add Credit or Debit cards that are issued in your name; the same name verified for your Paxum account.

After your Credit or Debit card is added to your account, you can now select it from the dropdown menu in the TO: field on the Withdraw Funds >> To Credit Card page.

FROM: In this dropdown select the Current Account you wish to withdraw from (USD, EUR, etc)

TO: In the dropdown select the Credit or Debit Card you want the funds to be sent to.

AMOUNT: Enter the amount you wish to withdraw.*

*Please note, if you plan to withdraw all your account funds please calculate the withdrawal fee and deduct it from the amount you enter.

Make sure to check the box to confirm you read and agree to the text beneath the Amount Field. (Indicated by Red arrow on image below):

DESCRIPTION: You must enter a reason for the withdrawal in this section. 'Own Funds Transfer' is a good description as you are withdrawing your own funds from your Paxum account.

Click Continue to proceed.

After you click Continue you will be taken to a confirmation page as shown below

This confirms that your payment has been successfully submitted and will be processed within minutes.

Estimated time of arrival does vary based on your card provider
and how they handle external card loads.

Credit time to your card is instant in many cases however for some it can take a few hours. In rare cases it can take a day or two. Please only contact Paxum Customer Support after Two BUSINESS days have passed, and not before.