ECUADOR

Interbank Transfer or Cash Deposit Instructions

1. Login to the online banking portal of your bank
2. Go to "Transferencias" to process an interbank payment.
3. Please include the following information when processing your payment:

PAYMENT OPTIONS

Banco de Alianza del Valle

Bank Name: Banco de Alianza del Valle
Identification: RUC 1793103774001
Beneficiary Name: ByDzyne Ecuador S.A.S.
Type of Account: Savings
Account Number: 407020011949
**Reference/Memo:** Order ID# (OID #)

Cooperativa de Ahorro y Credito Mushuc Runa

Bank Name: Cooperativa de Ahorro
y Credito Mushuc Runa
Identification: RUC 1793103774001
Beneficiary Name: ByDzyne Ecuador S.A.S.
Type of Account: Savings
Account Number: 404406550430
Reference/Memo: Order ID# (OID #)

4. After you complete the above process:

    A.   Login to your Back Office
    B.   On the left menu, click on "Support Ticket"
    C.   Click on submenu "Support" to submit a Support Ticket.

CLICK HERE TO LOGIN TO BACK OFFICE AND SUBMIT A SUPPORT TICKET
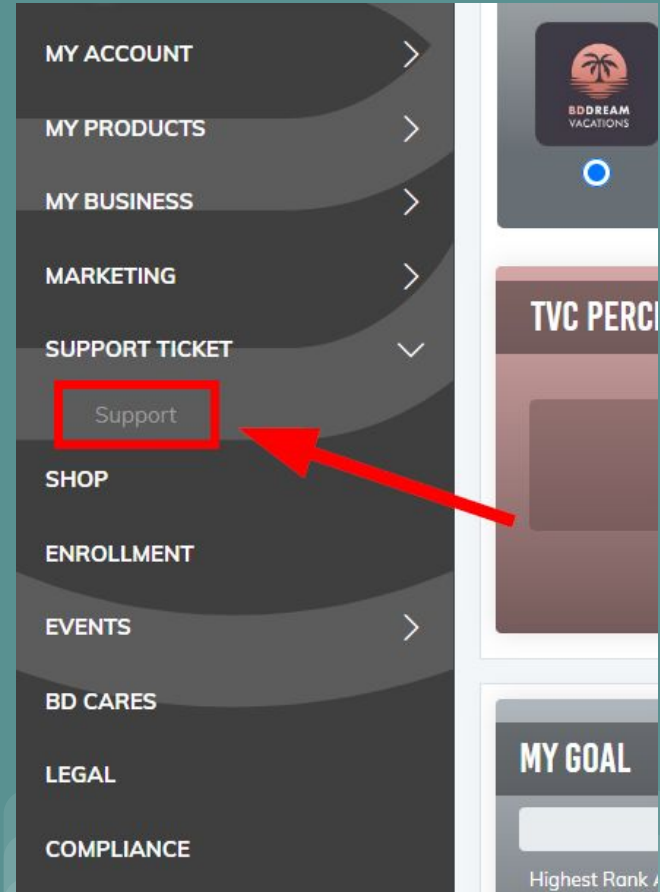
5. For the Support Ticket:

A. Select category "Payment for an Order"

B. Select subcategory "EC Bank Transfer Receipt"

Founders Club Support Request

Please select the Category and Sub-Category (if applicable) that best fits your inquiry.

Founders Club

> Payment for an Order

Sub-Category:

> EC Bank Transfer Receipt

Please provide the following in the support ticket message:

1. Order ID# (OID #).
2. Transaction Number mentioned on Deposit Slip.
3. Upload screenshot image of Deposit Slip (Note: Make sure the image is legible).

Message *

B I U

ATTACH IMAGE/DOCUMENT   SUBMIT

6. Please provide the following information in the support ticket message:
   A. Order ID# (OID #)
   B. Transaction Number provided on Deposit Slip
   C. Upload screenshot image of Deposit Slip
      (Note: Make sure the image is legible)

NOTE: We will need your payment confirmation screenshot to identify the Order ID# (OID #) with the payment. We will only release your order if it is submitted through a ticket from the Back Office.