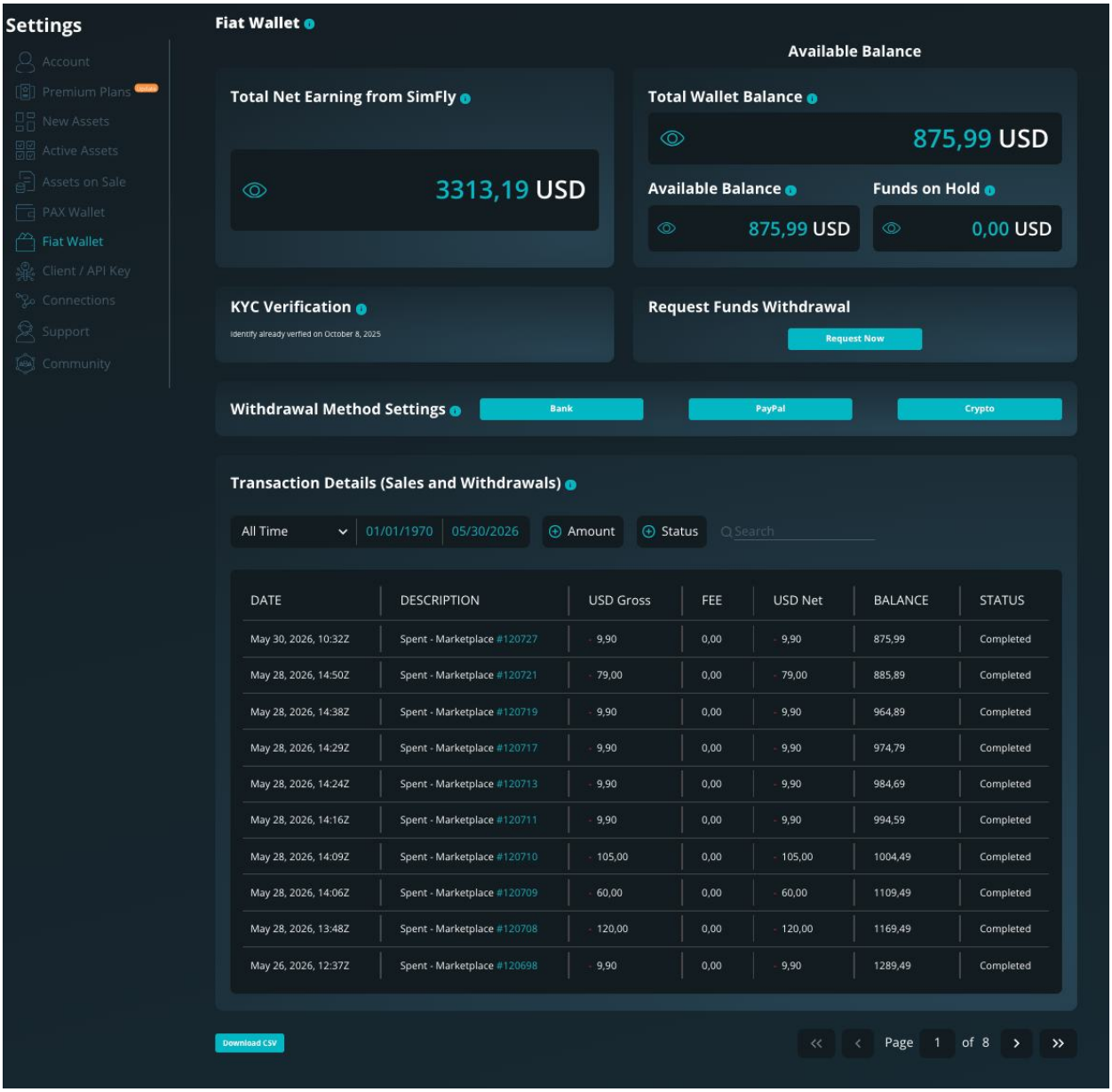
Fiat Wallet

Web Settings · https://wiki.simfly.io/docs/fiat-wallet/

Introduction

The **Fiat Wallet** is the tool that allows users to manage the funds in **USD** earned within the SimFly platform.
All USD credits come exclusively from **sales completed in the User Marketplace** or from other activities approved by the platform.

Important:
The **Fiat Wallet is not used to deposit money.**
Users cannot manually top up their USD balance — it updates automatically only when **sales of assets or PAX Tokens** are completed.



Fiat Wallet

Total Net Earning from SimFly

The **Total Net Earning from SimFly** section shows the **total net amount in USD you have earned on SimFly over time**.

This value represents the **cumulative net earnings** generated from all completed sales in the **User Marketplace**, **after all SimFly fees have already been deducted**.

Key points to understand:

- This is a **lifetime total**, not the amount currently available for withdrawal.
- It includes **all USD earnings**, even those that have already been withdrawn.
- The value **updates automatically** after each completed sale.
- It is provided for **transparency and tracking purposes**, allowing you to see how much you have earned in total on SimFly.

> In other words, **Total Net Earning from SimFly** tells you *how much you have earned overall*, while **Total Available Funds** tells you *how much you can withdraw right now*.
>
> 
>
> Total Net Earning from SimFly

Total Wallet Balance

The **Total Wallet Balance** section shows the total amount currently recorded in your Fiat Wallet.

This value represents the sum of:

- Available Balance
- Funds on Hold

In other words, the Total Wallet Balance represents the total amount of funds associated with your Fiat Wallet, regardless of whether they are currently available for use or temporarily on hold.

The balance updates automatically after each sale, credit, purchase, withdrawal request, or status change related to Fiat Wallet operations.

Available Balance

The **Available Balance** section shows the amount currently available for use in your Fiat Wallet.

This amount can be used to request withdrawals or purchase eligible products and services within the SimFly platform, including Marketplace assets, User Marketplace assets, and Premium Memberships, provided all necessary requirements are met.

The Available Balance includes only completed and confirmed funds that are not subject to any temporary hold.

The balance updates automatically after each sale, credit, purchase, withdrawal request, or status change related to Fiat Wallet operations.

Funds on Hold

The **Funds on Hold** section shows the amount temporarily unavailable for purchases or withdrawals.

Funds may be placed on hold when:

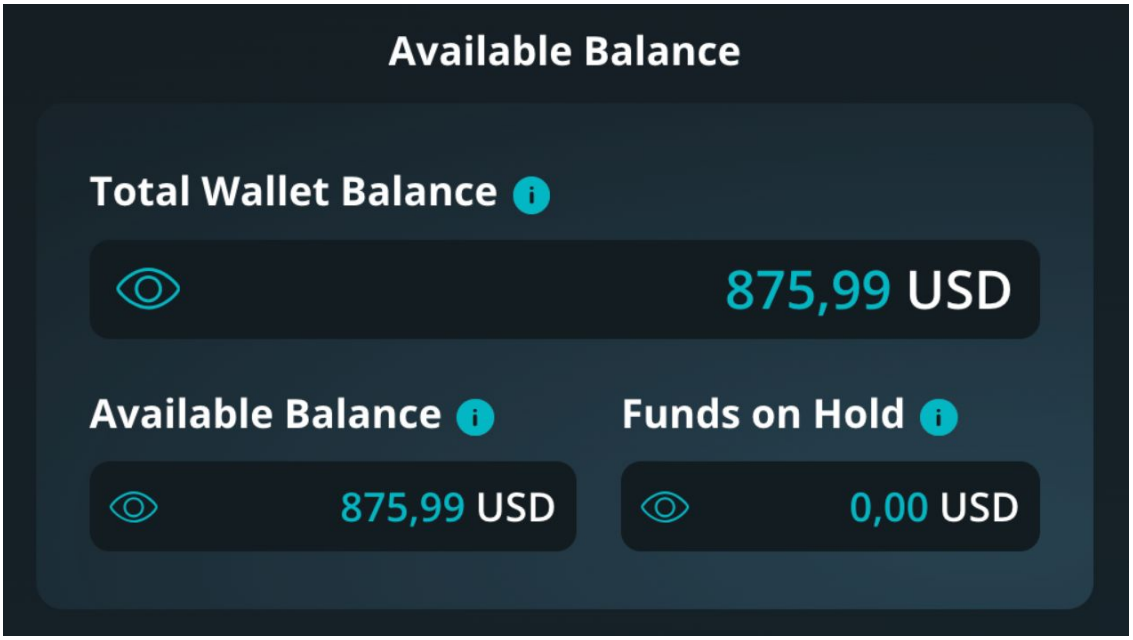
- A withdrawal request is under review.
- A Fiat Wallet amount has been applied during checkout but the purchase has not yet been completed.

Once the operation is completed, cancelled, approved, or rejected, the funds are automatically released or processed accordingly.

If funds remain on hold because of an incomplete checkout, simply return to the checkout page and click **Remove** on the Fiat Wallet amount applied to immediately release the funds and return them to your Available Balance.

Formula:

Total Wallet Balance = Available Balance + Funds on Hold



Available Balance

Withdrawal Amount Request

The **Withdrawal Amount Request** section allows you to request a withdrawal of the funds available in your **Fiat Wallet**, once your **KYC verification** has been successfully completed.

How the withdrawal request works

By clicking **“Request Now”**, you can enter the amount you want to withdraw from your Fiat Wallet.

The selected amount must comply with the following limits:

- **Minimum withdrawal amount:** 50 USD
- **Maximum monthly limit:** 1,000 USD

You can choose the payout method among the configured options:

- **Bank transfer**
- **PayPal**
- **Crypto Wallet**

Before submitting the request, you must accept the **Terms & Conditions** and the **Privacy, Cookies, Copyright, and Refund** policies.

Request status

Once submitted, the request is automatically set to **“On Hold”** status.

During this phase, the SimFly team performs an **internal review** of the request.

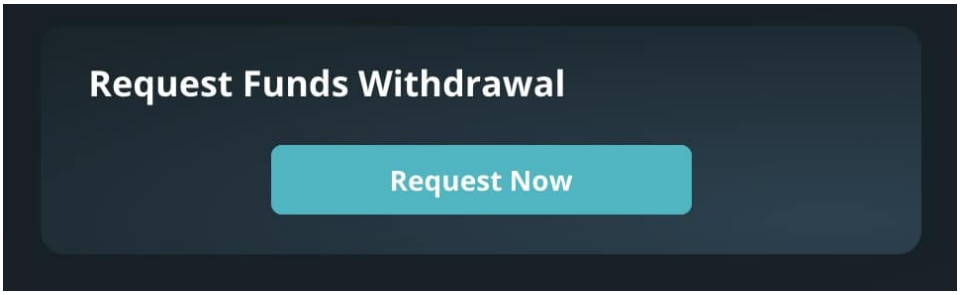
At the end of the review:

- if **approved**, the status changes to **“Completed”** and the amount is automatically deducted from the available balance;
- if **rejected**, the status changes to **“Rejected”** and the funds remain available in the Fiat Wallet.

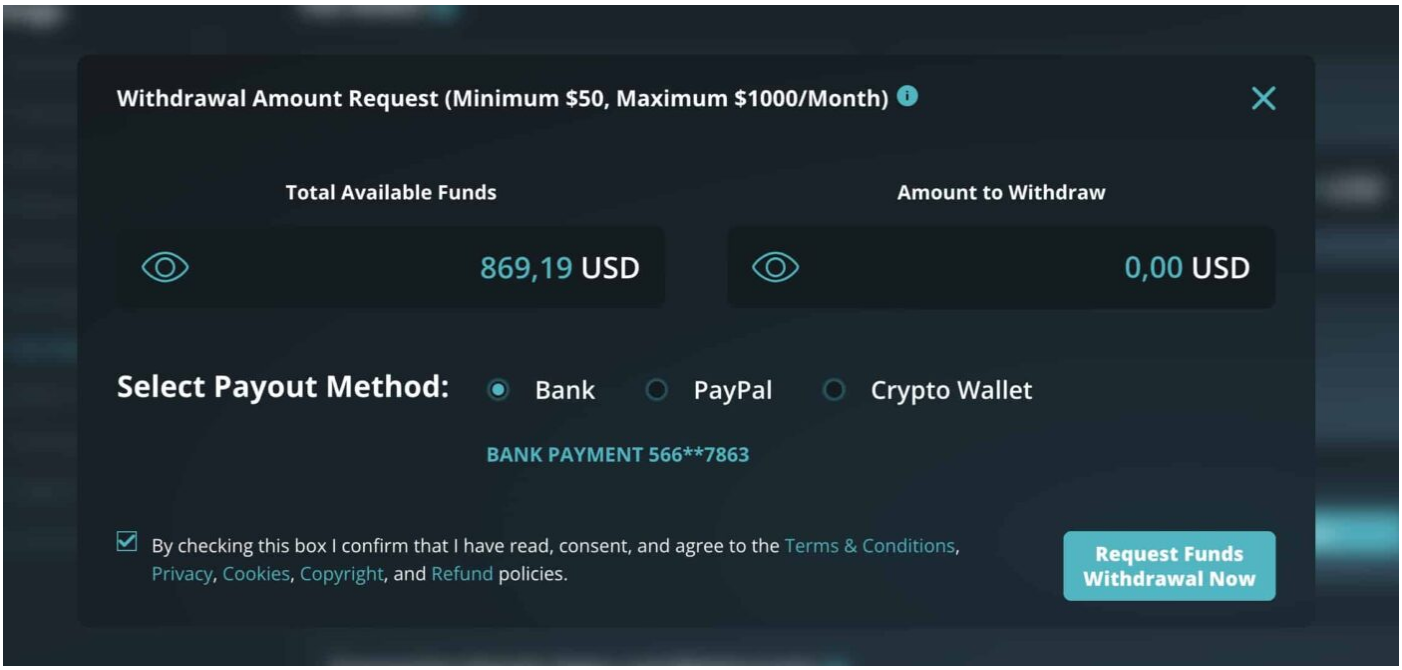
Processing time

The estimated processing time is between **1 and 5 business days**.

Once the process is completed, you will receive an **email notification** with the outcome of the request..



Request Funds Withdrawal



Withdrawal Amount Request (Minimum $50, Maximum $1000/Month)

Transaction Details

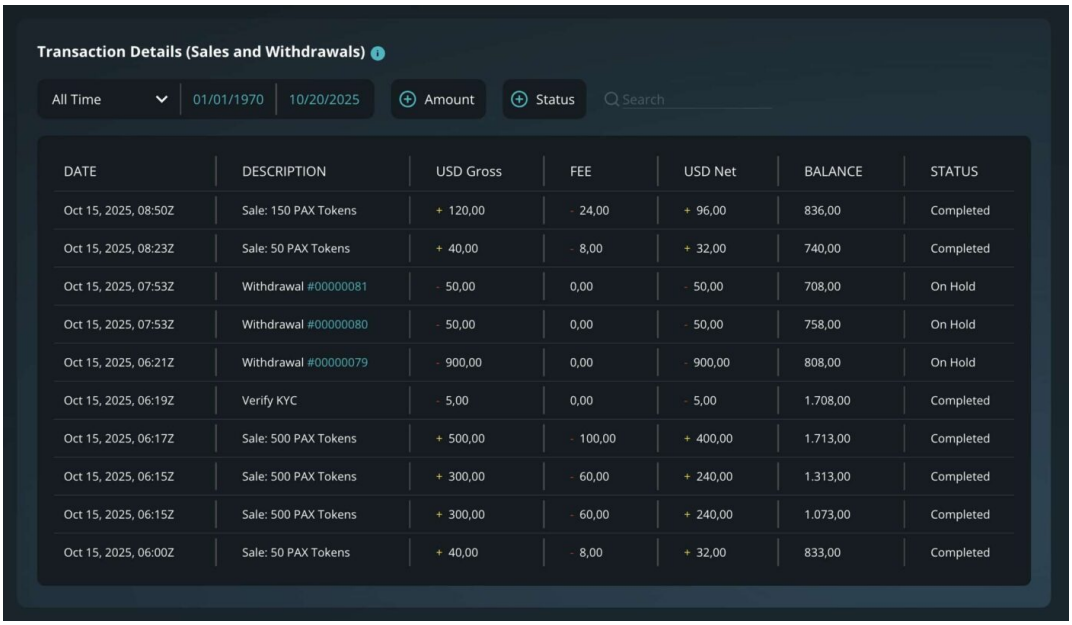
The **Transaction Details (Sales and Withdrawals)** panel displays the full history of all Fiat Wallet operations, including sales, credits, and withdrawal requests.

Each row shows:

- **Date and time of the transaction**
- **Transaction description**
- **Gross amount (USD Gross)**
- **Applied fee (Fee)**
- **Net credited amount (USD Net)**
- **Updated balance (Balance)**
- **Status** (*Completed*, *On Hold*, *Cancelled*, *Rejected*)

All data is updated automatically in real time, ensuring an accurate and consistent view of every recorded transaction.

You can also filter transactions by **date range**, **amount**, or **status** for quicker access.



Transaction Details

Filters and Transaction Reports

The Fiat Wallet includes advanced **filtering and search tools** that allow you to analyze all recorded operations with precision.
You can filter transactions by:

- **Time period**
- **Amount**
- **Status**
- **Operation type**
- **Export the data in CSV format**

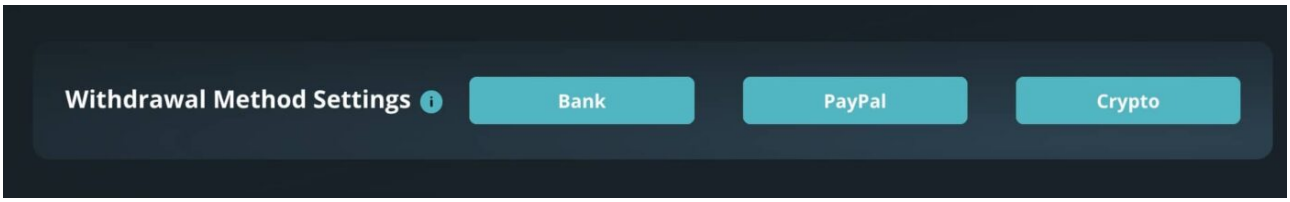
Withdrawal Method Settings

Before submitting a withdrawal request, you need to configure at least one withdrawal method.

This setup is **required only once**.
Once configured, the withdrawal method will remain saved and will be automatically available for all future withdrawal requests, without the need to re-enter the details each time.

The available withdrawal methods are:

- Bank transfer (available to all users)
- PayPal (available to Premium users only)
- Crypto Wallet (available to Premium users only)



Withdrawal Method Settings

Bank Account Information Entry

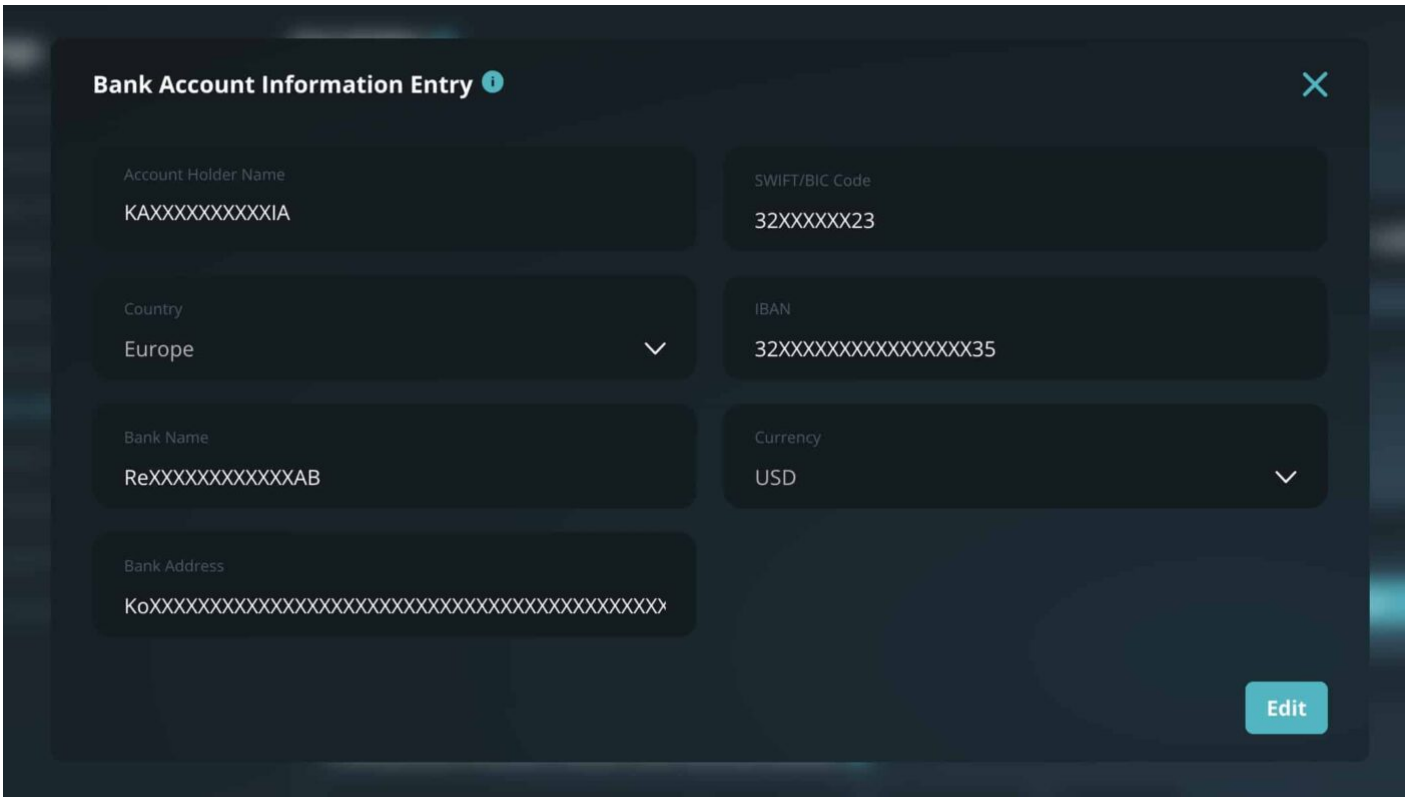
The Bank Account Information Entry section is required to receive withdrawals via bank transfer.

The **Account Holder Name** is automatically filled based on your verified KYC identity and cannot be edited.

After selecting the **country**, the system will automatically display the required fields according to the local banking system (such as IBAN, SWIFT/BIC, or account number).
If the country is not available, you may select **Other** and manually enter the required banking details.

It is important to select the **currency accepted by your bank**. Any currency conversion fees applied by the bank will be charged to the user.

Bank details can be added or updated only after KYC verification is completed and can be changed at any time, as long as they belong to the same verified identity.

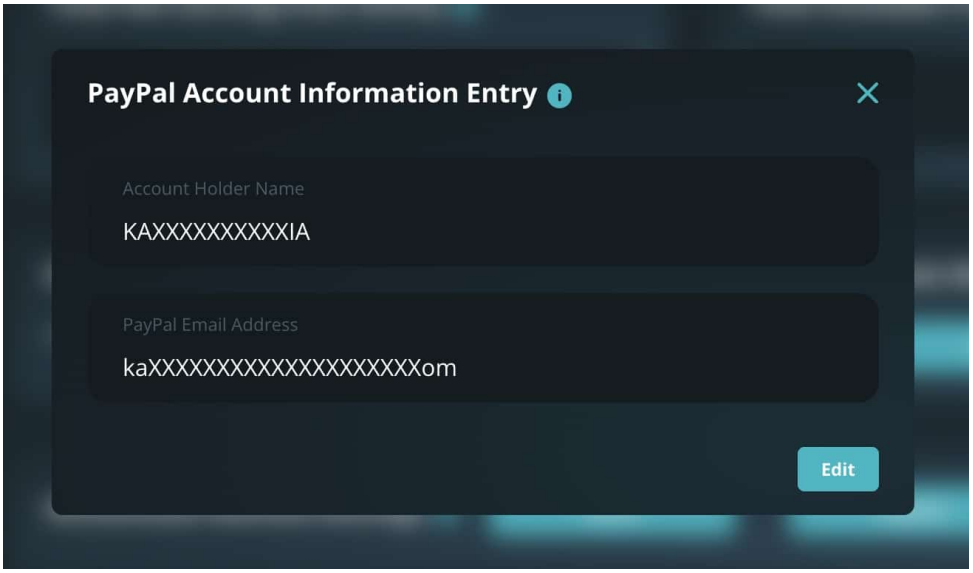


Bank Account Information Entry

PayPal (Premium users only)

For PayPal withdrawals, the account holder name is already prefilled thanks to KYC verification.

You only need to enter the email address associated with your verified PayPal account.

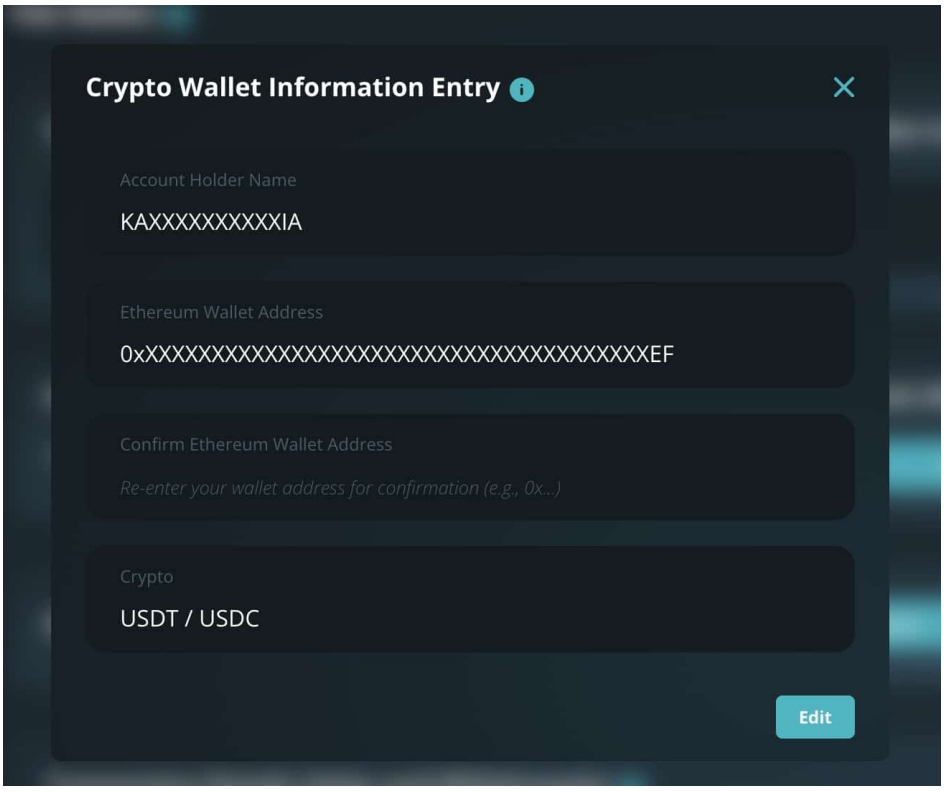


PayPal Account Information Entry

Crypto Wallet (Premium users only)

For crypto withdrawals, the account holder name is already prefilled thanks to KYC verification.
You must enter and confirm an **Ethereum wallet address**.

Payments are made in **USDT or USDC**, depending on SimFly's operational availability at the time of payment.



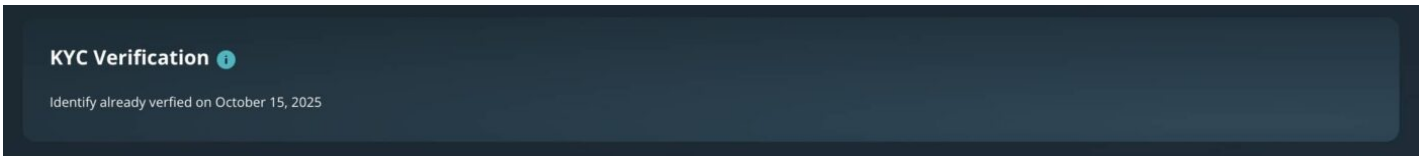
Crypto Wallet Information Entry

KYC Verification

The **KYC (Know Your Customer)** verification confirms the user's real identity and enables fiat withdrawals.
To complete the verification, a **fee of 5 USD** is automatically deducted from your Fiat Wallet balance.

- You must have **at least 5 USD** available in your Fiat Wallet to start the procedure.
- The KYC verification is valid for **12 months** (1 year).
- After expiration, it must be renewed to maintain withdrawal eligibility.

KYC verification ensures compliance with international regulations and guarantees the security and integrity of the SimFly ecosystem.



KYC Verification

⚠ **Important: SimFly does not collect or store your personal data or KYC documents. Identity verification is handled by a certified external provider, ShuftiPro (shuftipro.com), in full compliance with international data protection regulations.**

Security and Traceability

All Fiat Wallet operations are protected by advanced security protocols and undergo automatic anti-fraud and anti-abuse checks.
Each transaction is recorded within the SimFly system, ensuring **full transparency and traceability** at every stage.

Fiat Wallet Checkout

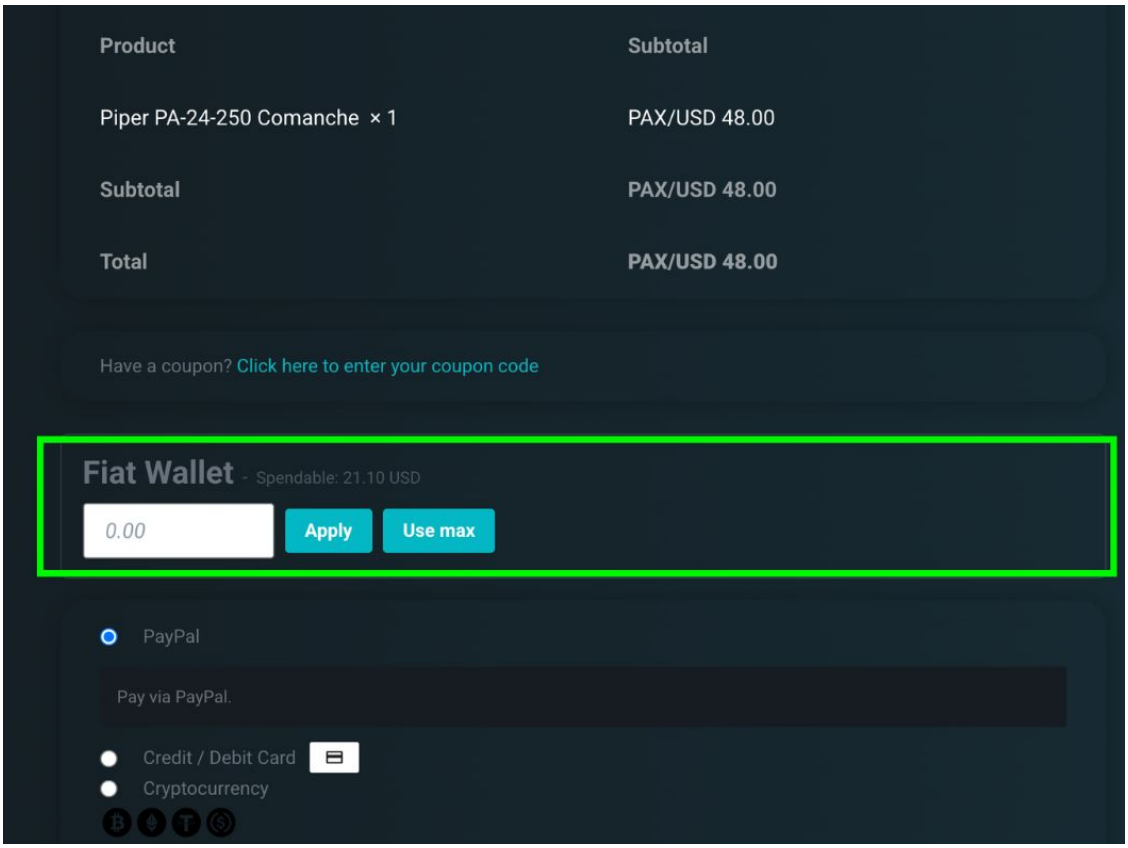
The Fiat Wallet can now be used directly during checkout to purchase eligible products and services available on SimFly, including Marketplace assets, User Marketplace assets, and Premium Prime Memberships.

You can apply any amount available in your Fiat Wallet balance or click **Use Max** to automatically apply the maximum available amount.

The Fiat Wallet can be used to:

- Purchase aircraft
- Purchase airports
- Purchase pilot licenses
- Purchase Premium Memberships
- Purchase other eligible products from the Marketplace and User Marketplace

The system will automatically deduct the selected amount from your available Fiat Wallet balance once the order is completed.



Checkout Fiat Wallet section

Mixed Payments

The Fiat Wallet can be used together with other payment methods.

For example:

- Fiat Wallet + PayPal
- Fiat Wallet + Credit/Debit Card
- Fiat Wallet + Cryptocurrency
- Fiat Wallet + PAX Tokens, when available

If your Fiat Wallet balance does not fully cover the order amount, you can pay the remaining balance using one of the other available payment methods.

You may also choose to pay the entire order using only your Fiat Wallet balance, if sufficient funds are available.

Available Balance and Funds on Hold

Available Balance

The **Available Balance** section shows the amount currently available in your Fiat Wallet.

This balance can be:

- Used for purchases within the SimFly platform
- Used for Premium Membership subscriptions
- Requested as a withdrawal, provided the user meets all required eligibility requirements

Only completed and confirmed funds that are not subject to any temporary hold are included in the Available Balance.

Funds on Hold

The **Funds on Hold** section shows the amount temporarily unavailable for purchases or withdrawals.

Funds may be placed on hold when:

- A withdrawal request is under review
- A Fiat Wallet amount has been applied during checkout but the order has not yet been completed

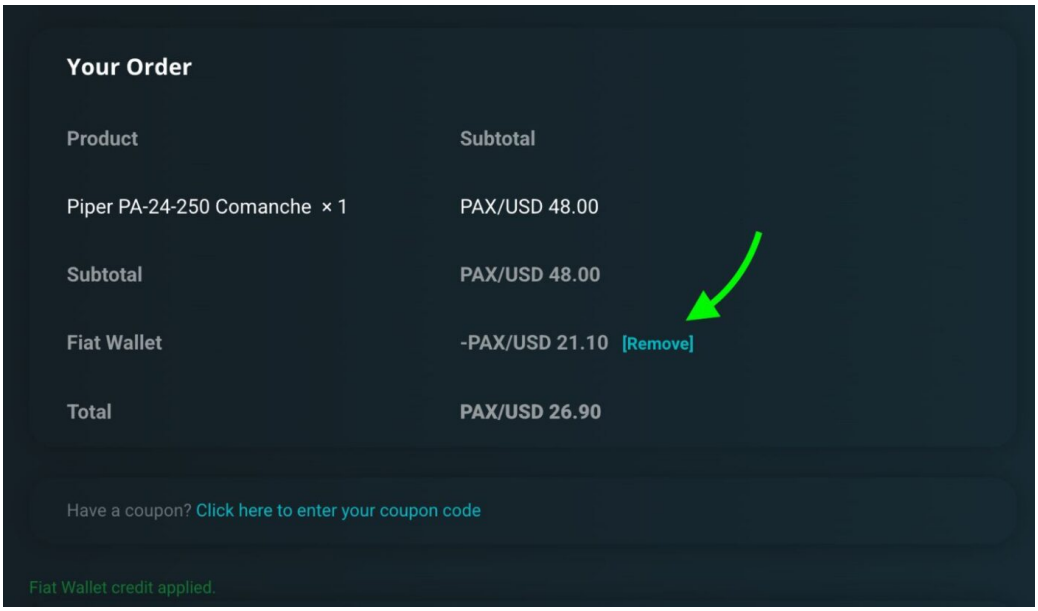
Once the operation is completed, cancelled, approved, or rejected, the funds are automatically released or processed accordingly.

Releasing Funds Held by an Incomplete Checkout

If funds remain on hold because you started a checkout but did not complete the purchase, you can release them immediately.

Simply return to the checkout page and click **Remove** on the Fiat Wallet amount applied to the order.

Once removed, the held amount will automatically be returned to your Available Balance.



Remove Fiat Wallet Credit

Purchasing Premium Memberships with Fiat Wallet

Premium Memberships can now be purchased using Fiat Wallet funds directly from the checkout page.

This feature allows users to subscribe to a Premium Membership without using an external payment method, provided sufficient funds are available in their Fiat Wallet.

Related Sections and Guides

For additional information and related guides, refer to the following pages:

- [Guide to the User Marketplace →]
- [Guide to the PAX Wallet →]
- [Guide to Assets on Sale →]