

HyperCommunity

Frequently Asked Questions



HyperCommunity

Hyper Community FAQ -1

? **Are there official Hyperfund support groups / channels in languages other than English?**

- ✓ The official Hyperfund channels (telegram, Facebook, training site, etc) at this time are only available in English. Many team leaders create their own groups for local support; check with your sponsor for resources in your language. (NOTE: Only official Hyperfund groups / channels / resources are allowed to use the Hyperfund, Hypertech, or HyperCommunity name and logo).

? **How do I send my USDT from xx exchange to my Hyperfund account?**

- ✓ Follow the Tutorial for how to get started. Each exchange is a bit unique, but the steps will be very similar: Copy your Hyperfund Deposit address, paste it into your exchange's Send or Withdraw line, and follow the exchange's security steps to send your USDT; minimum 0.1USDT, no maximum. (NOTE: Hyperfund offers either ERC20 or TRC20 deposit address. Make sure you are using the address that your exchange supports to send USDT).

? **I sent USDT to my Hyperfund account, but it hasn't arrived yet.**

- ✓ Please check with your sending exchange – you should be able to track it using the transaction ID available there. TRC20 transactions tend to be a little faster than ERC20 transactions.



Hyper Community FAQ -2

? **I purchased a membership but I don't see my Rewards yet.**

- ✓ Your purchase must pass at least 24 hours before Rewards begin to be earned. Then they will be paid every 24 hours.

? **How does the Merge function work?**

- ✓ Merge allows you to manage multiple accounts in your downline from your main account.
NOTE: You are not permitted to Merge from a 'sideline' or 'upline' account.

? **How do I send Rewards to another member on my team?**

- ✓ You can use Transfer to your Offset to send Rewards to any member in your own downline. The receiving member can use these Rewards for 50% of their own membership purchase.

? **I have extra USDT in my Deposit account. How do I get that sent back to me?**

- ✓ Unused USDT held in your Deposit account will not be refunded. You can either send this to another username in your own downline, or add additional USDT to it in order to purchase an additional membership.



Hyper Community FAQ -3

? **Where do I see a breakdown of my daily Rewards?**

✓ Click on the Rewards line on your Account tab.

? **Was KPMG involved with setting up the Hyperfund Rewards plan, and are they currently auditing the Rewards?**

✓ KPMG has never been involved with Hyperfund, and do not currently audit Hyperfund Rewards.

? **I lost my phone and didn't save my Google 2FA key and now I'm locked out of my account.**

✓ Please reach out to live Support for assistance. You will need to provide information such as your security questions and answers to verify your account ownership.

? **Why does Hyperfund use MOF for withdrawals? Why can't I get paid in USDT?**

✓ The Hypertech Group owns MOF and HyperCommunity members help incubate the MOF token by selling MOF on the secondary market (exchanges).



Hyper Community FAQ -4

? **Where are the Hyperfund offices located?**

✓ Hyperfund is relocating offices to Dubai.

? **How does the Hypertech Group make its revenue?**

✓ Incubation of innovative blockchain projects, market making, exchange fees from their many exchanges, cryptocurrency low-energy mining.

? **What is “HU”?**

✓ HU = HyperUnit, equivalent to USD. HU is not a token and cannot be sold on an exchange, it is only a designation within the Hyperfund platform.

? **Is Hyperfund an investment?**

✓ Hyperfund is not an investment in any way. At no time does Hyperfund manage a deposit account or crypto for members. Hyperfund is a membership platform that pays Rewards to members based on the value of membership purchased to incentivize members to help grow the customer base for the whole Hypertech Group ecosystem.



Hyper Community FAQ -5

? **Is Hyperfund registered as a company? Is it regulated?**

- ✓ Hyperfund is a customer acquisition project under the umbrella of the Hypertech Group of companies. Because it is not an investment and does not offer any financial products, it does not qualify for oversight by investment regulatory agencies.

? **Is there a limit to how many memberships a member can purchase?**

- ✓ Members are free to choose however many memberships they wish to purchase.

? **Can a member “top up” or add to an existing membership?**

- ✓ No. Once a membership is purchased, it continues until three times its value has been earned in Rewards, then it expires. Earned Rewards may be redeemed, converted to digital currency and withdrawn, or may be used within the system to purchase additional memberships.

? **When will my Rewards be given to me?**

- ✓ Rewards are disbursed over a 12-hour period (starting from 11am GMT+8/ UTC+8).



Hyper Community FAQ -6

? **Why aren't Rewards paid in USDT?**

- ✓ Part of the goal of building the Hyperfund membership is to also build the customer base for the various projects under the Hypertech Group. MOF is owned by the Hypertech Group, and Hyperfund members help incubate that coin by being paid in MOF and selling that MOF on external cryptocurrency exchanges.

? **Is it possible to receive more than three times my membership purchased value?**

- ✓ It is not. Each membership expires once three times its purchased value has been reached. The “added” percentages achieved by referring new members is not a commission, but simply an acceleration of a member's own earned Rewards.

? **What is the Offset Account and what can I use it for?**

- ✓ Members may share their Rewards with their own personal team by transferring earned Rewards to their Offset account, then to another (upline or downline) member's username. Rewards received from Offset may be used for 50% of that member's membership purchase.



Hyper Community FAQ -7

? **How do I earn commissions?**

- ✓ There are no commissions paid in Hyperfund.

? **What are Certified Rewards and what can I use this for?**

- ✓ Certified Rewards are accrued as 20% of the VIP Rewards earned from a member's referrals. Certified Rewards may be used for projects such as MarsMall purchases, for pre-market token offerings, or other projects as announced by Hyperfund.

? **Are Rewards given for life?**

- ✓ Not at all. Each membership expires once three times its purchase value has been received in Rewards.

? **Can I pay for my Hyperfund membership using Bitcoin?**

- ✓ Hyperfund only accepts USDT. Sending a different cryptocurrency will result in irrevocable loss. If you own a different cryptocurrency, you may sell it on one of the many exchanges available, and make sure you are sending USDT (Tether) only.



Hyper Community FAQ -8

- ? **I accidentally sent a different crypto to my Hyperfund deposit address. Can you send it back?**
- ✓ Please be very careful when sending crypto to your Hyperfund deposit address. Hyperfund only accepts USDT, either ERC20 or TRC20. Sending a different crypto or sending to the wrong address will result in permanent loss and cannot be recovered. Especially if you are new to the crypto space, send a small amount first (minimum 0.1USDT, no maximum) to make sure you understand the process.
- ? **How can I change my username?**
- ✓ There is no mechanism by which to change your username.
- ? **Where can I purchase USDT?**
- ✓ There are multiple crypto exchanges globally. Do a Google search such as: Crypto exchanges in [my country] and check to see which ones allow direct purchase of USDT. If you do not have access to an exchange that permits direct purchase of USDT, simply purchase an available crypto such as Bitcoin, send to an exchange such as HOO or Hyperpay to exchange for USDT, then send in to Hyperfund to purchase your membership.



Hyper Community FAQ -9

? **Are there fees from Hyperfund to buy additional memberships?**

✓ Hyperfund does not charge any fees to purchase memberships.

? **Once I am a member, can I promote my referral link?**

✓ You are welcome to share your referral link ONLY PRIVATELY once someone requests to join Hyperfund. The referral link must not be published.

? **My account at xxxxxx exchange said they won't allow me to send USDT to Hyperfund. What can I do?**

✓ Choose a different exchange.

? **What's the difference between Passive and Hyperdrive Rewards?**

✓ Passive Rewards are earned on your own personal memberships owned. Hyperdrive Rewards are Rewards earned by referring others, and simply accelerate your own Rewards earning to 3x the value of your own purchased memberships.



Hyper Community FAQ -10

? How can I redeem my Rewards?

- ✓ Once your earned Rewards equal at least 50HU, simply Transfer to the financial ledger, exchange for MOF, withdraw MOF to an external exchange, and sell the MOF for whatever currency is supported on that exchange (such as USDT).

? **I thought you said there were no fees. But I see fees are charged when I try to do a withdrawal. What is this?**

- ✓ Hyperfund does not charge withdrawal fees. However, sending digital currency always incurs “gas fees” (or the cost of using a particular ‘chain’ to send). Hyperfund is currently working to get MOF able to use the Tron network instead of the ETH network, which would significantly reduce the withdrawal fees charged.

? **I accidentally moved some of my Rewards to the Financial ledger. Please move it back.**

- ✓ Unfortunately there is no way to reverse this operation.



Hyper Community FAQ -11

? **When I redeem and withdraw my Rewards, does it affect my remaining daily Rewards?**

- ✓ No, redeeming earned Rewards and withdrawing does not have any impact at all on your remaining Pending Rewards.

? **How much more can I earn when I refer others to Hyperfund?**

- ✓ You do not earn ‘more’ by referring others. However, your own Rewards are accelerated. This has the potential to allow you to purchase additional memberships (“Rebuy”) sooner, which can result in Rewards earned on those additional memberships.

? **What is MOF and why does Hyperfund pay me in MOF?**

- ✓ Hypertech Group owns MOF, and members help incubate the MOF project by selling their MOF on the secondary market (crypto exchanges). You can learn more about MOF here:

<https://www.molecular.cc/?lang=en-us>

? **What is the link to the Hyperfund platform?**

- ✓ The web access is h5.thehyperfund.com. You can download the app here:

<https://download.thehyperfund.com/#/download>



Hyper Community FAQ -12

? **What are the official Hyperfund support and training resources?**

- ✓ Website: thehyperfund.com, hypergroup.io. Facebook: facebook.com/groups/thehyperfundofficial. Training site: hypercommunity.link. Telegram: ask your inviter for access.

? **Why are my Rewards delayed today?**

- ✓ Rewards are disbursed over a 12-hour period (starting from 11am GMT+8/ UTC+8).

? **Today's Rewards are lower than yesterday. How do I get my missing Rewards?**

- ✓ Check on your Home tab Purchased Packages to see if any memberships have Completed. If you still believe you have missing Rewards, reach out to Support.

? **I lost my phone, how do I get into my account without my Google Authenticator?**

- ✓ Reach out to Support – the link to Support is available on h5.thehyperfund.com just below the New User Registration.



Hyper Community FAQ -13

? **I cannot remember my transaction password.**

- ✓ You can reset your transaction password in Settings (Account tab, click symbol upper right). First set security Questions and Answers (save in a safe place), then reset your transaction password.

? **I'm trying to sign up and am not receiving my email verification code.**

- ✓ Make sure you are using Gmail. Check your Spam folder. If you're still not seeing the email verification code, try coming back later. Sometimes the system is very busy.

? **I can't purchase any package with Offset – it won't let me continue when I select the “Custom Payment” option. What can I do?**

- ✓ You need to TYPE IN the amount. Put your mouse in the line for Amount and you'll be able to type it in.

? **How do I use the balance in my Certified account?**

- ✓ Certified Rewards can be used in MarsMall, and for pre-market token purchases or other projects as announced by Hyperfund.



Hyper Community FAQ -14

? **How does uni-level Rewards work?**

- ✓ You are free to refer as many direct (front line) new members as you like. There are no 'legs' to balance in any way. In order to qualify to receive accelerated Rewards from your referrals, each 'level' of deeper referrals is unlocked by that number of direct referrals.

? **Why am I not receiving Rewards from my level 2/3/4/5/... referrals?**

- ✓ You unlock level 2 by directly referring 2 members. Unlock level 3 by directly referring 3 members. Unlock level 4 by directly referring 4 members, etc.

? **What is the best way to compound my Rewards?**

- ✓ Compounding is a specific investment strategy and does not apply in any way to the Hyperfund Rewards plan. Rebuys are simply a way to purchase additional completely separate memberships without having to redeem and withdraw Rewards first then send USDT back in to purchase.



Hyper Community FAQ -15

? **What exchanges can I use to withdraw and sell my MOF?**

- ✓ Use Google to find exchanges that support MOF. Some options: Hoo, HyperPay, OKEx, Bittrex...

? **How long does it take to withdraw my MOF from Hyperfund to an exchange?**

- ✓ Withdrawing MOF from Hyperfund can take up to 48 hours.

? **How do I convert my Rewards to fiat / USD / JPY / ...?**

- ✓ First Transfer HU to the financial ledger, then Exchange for MOF, then Withdraw to the exchange of your choice to sell for whatever cryptocurrency is supported. If you sell MOF for USDT, for instance, you could then send to whatever exchange you have linked to your personal bank account, sell it for fiat currency, and withdraw. You also have the option to withdraw MOF to the HyperPay app, exchange for USDT, deposit to your HyperCard, and withdraw fiat currency at any ATM.



Hyper Community FAQ -16

? **How can I learn about Compliance and the rules of Hyperfund?**

- ✓ Go to your Account tab (lower right), click on the little symbol upper right to open Settings, and choose Service Agreement and Privacy Policy. These documents outlines the rules for members and penalties for not following those rules. Check with your inviter for additional Compliance resources for active members.

? **I have a question that isn't covered anywhere, how do I get additional help?**

- ✓ Check with your inviter or the Hyperfund resources such as the training site, Facebook group, and telegram group. Please always rely on official resources.

? **My sponsor isn't helping me, how do I change sponsors?**

- ✓ Hyperfund does not permit changing of sponsors. However, the entire HyperCommunity is wonderfully supportive of all members. Try reaching out in the telegram channel or Facebook group for support.



Hyper Community FAQ -17

? **What happens when my Pending Rewards reach zero?**

- ✓ If your Pending Rewards reach zero, it means you have fully received three times the value of all memberships purchased. At this point you will no longer receive any Rewards, even if you still have active referrals. In order to continue receiving Rewards, you will need to purchase an additional membership.

? **Can a member just have new people send fiat (cash) to them personally? I know a lot of older people who are not tech savvy and don't understand how to use crypto exchanges.**

- ✓ Receiving fiat currency from people you have no prior relationship with for the purpose of helping them purchase USDT to purchase a Hyperfund membership is considered a form of money laundering and is specifically prohibited by the Service Agreement.

? **Can I create my own sales funnel and get Hyperfund approval?**

- ✓ If you choose to create your own marketing materials to share the Hyperfund opportunity, please submit to the Compliance department for review: compliance@thehyperfund.com or compliance@thehypercommunity.com



Hyper Community FAQ -18

? **How can I get the Hyperfund app for my iphone?**

- ✓ At this time, Apple has not completed approval for the Hyperfund app. Please use the web version and log in at h5.thehyperfund.com. (NOTE: Hyperfund is optimized to work best with the Firefox browser).

? **Why can't I see anything listed in my Market tab even though I have referred other members?**

- ✓ The Hyperfund platform is optimized for the Firefox browser. Full functionality may not be visible when using other browsers such as Google Chrome.

? **My bank cancelled my USDT purchase. What can I do?**

- ✓ Some banks have quite restrictive policies regarding purchase of cryptocurrencies. Try talking to your bank directly. Some members may need to open a separate account at a more crypto-friendly financial institution.



Hyper Community FAQ -19

? **Do I need a passport to sign up for a Hyperfund account?**

- ✓ Hyperfund does not require a passport to register a new account. If there is later an allegation of fraud or other wrongdoing, Hyperfund may require additional KYC in order to verify identity and resolve any issues.

? **Do I need a passport to sign up for a Hyperpay account?**

- ✓ New members may register for a Hyperpay account without using a passport.

? **Do I need a passport to apply for the Hyperpay debit card?**

- ✓ In order to apply for a Hyperpay debit card, a current passport is required.

? **How do I reach Hyperfund support?**

- ✓ All tech support for Hyperfund members is only provided within the Hyperfund back office. (Account tab, symbol upper right to open Settings, scroll down for Support). If you are unable to log in, you will also see a link to Support on the [login page](#) (or at the app login screen).



Hyper Community FAQ -20

- ? **I just signed up for my Hyperfund account. Why can't I get into the Academy section of my back office?**
- ✓ The Academy section of your Hyperfund account is unlocked once you have become an active member by purchasing a membership. Within the Academy you will find both video and article education about all aspects of the blockchain and cryptocurrency.

