Mage Wallet

INTERNATIONAL EDITION

OFFICIAL Q&A

Clear answers.
One international community.

105

QUESTIONS & ANSWERS

A practical reference for
the Mage Wallet community.

COMPANY / WALLET / SECURITY / STAKING / REFERRALS / ROADMAP

magewallet.io

COMPANY & CONTACTS

BLOCK 01 / 11

1

Which country did Mage Wallet originate from?

Mage Wallet is operated through a company registered in Singapore.

2

From which country was the project initially started?

The project was developed with an international focus, while its corporate structure is based in Singapore.

3

What is the full legal name of the company behind Mage Wallet?

MAGE INVESTMENT HOLDING PTE. LTD.

4

In which country is the company registered?

Singapore.

5

What is the company registration number?

The Singapore UEN is 202512758K. The company was incorporated on 24 March 2025.

6

What is the official Mage Wallet website?

The official website is magewallet.io.

7

Where can we find the company's official legal documents?

Terms of Use, privacy information and other product information are available through the official Mage Wallet website. Corporate registration information can also be verified through the relevant Singapore company registry.

8

When was Mage Wallet first established?

The company behind Mage Wallet was incorporated in Singapore on 24 March 2025. Mage Wallet began operational activity in May 2026.

9

Who are the founders of Mage Wallet?

The founders have not been publicly announced at this stage.

10

Who is the CEO of Mage Wallet?

The CEO/Director has not yet been publicly introduced through Mage Wallet's official communication channels.

OPERATIONS & REGISTRATION

BLOCK 02 / 11

11 Who are the key members of the management team?

Individual management profiles have not yet been publicly released. Official management information will be communicated through Mage Wallet's official channels.

12 How is the Mage Wallet management team structured and how does it operate?

Mage Wallet operates through development, technical, security, operational, support and management functions. Different teams are responsible for maintaining and developing the product and its infrastructure.

13 What is the main purpose of Mage Wallet?

The purpose is to bring everyday crypto functions into one simple environment: managing digital assets, Receive, Send, Swap, staking options and referral rewards.

14 What is the long-term vision of Mage Wallet?

The long-term goal is to develop Mage Wallet into an international crypto ecosystem with broader asset and network support, mobile applications, integrations and additional services.

15 Has Mage Wallet officially launched, or is the official launch still pending?

Yes. Mage Wallet is already operational. It is not a pre-launch project.

16 If it has officially launched, what is the exact official launch date?

Mage Wallet began operational activity in May 2026.

17 Is Mage Wallet currently fully operational?

Yes. Core wallet functionality is operational, including account access, Receive, Send, Swap, staking and referral functionality. Additional products and applications remain under development.

18 Does Mage Wallet have any government approval or license?

Mage Wallet operates through a Singapore-registered company. Company registration should not be described as a financial-services license. Mage Wallet does not currently publish a separate government financial license.

19 If yes, which government authority issued the approval or license?

The corporate entity is registered in Singapore through ACRA. This is corporate registration, not a statement that ACRA licenses the wallet as a financial institution.

20 What is the approval/license number?

The company's registration number/UEN is 202512758K. It should not be presented as a financial license number.

ACCESS & WALLET FEATURES

BLOCK 03 / 11

21 In which countries or jurisdictions is Mage Wallet authorized to operate?

Mage Wallet is designed for international access, subject to applicable laws and product availability. Users must be legally eligible to use digital-asset services in their jurisdiction.

22 Are there any countries where Mage Wallet services are restricted?

Availability can depend on applicable laws and compliance requirements. Users should follow the current Terms and any restrictions displayed by Mage Wallet.

23 What exactly is Mage Wallet?

Mage Wallet is an account-based custodial crypto wallet ecosystem that combines asset management, Receive, Send, Swap, staking options and referral rewards.

24 Which blockchain networks does Mage Wallet support?

Mage Wallet supports multiple major blockchain networks. Current availability is shown directly inside the wallet because supported networks can expand over time.

25 Which cryptocurrencies are currently supported?

The platform supports 50+ digital assets, including major assets such as BTC, ETH, USDT, BNB, SOL, TRX and MATIC.

26 How does the Receive feature work?

Choose the asset and supported network, copy the displayed Mage Wallet address and send the asset to it. After the required blockchain confirmation and processing, the corresponding balance is assigned to your account.

27 How does the Send feature work?

Choose the asset, network, destination address and amount. Review the information carefully and confirm the transaction.

28 How does the Swap feature work?

Select the assets you want to exchange. Mage Wallet displays the applicable exchange rate and fee before confirmation.

29 Are there any fees for Send or Receive?

Applicable network or service fees depend on the selected asset and network and are shown within the product.

30 What is the current Swap fee?

The current internal Swap fee for supported crypto to/from USDT swaps is 0.5%.

TRANSACTIONS & SECURITY

BLOCK 04 / 11

31 What are the minimum and maximum transaction limits?
The current minimum transfer amount is $0.01. Other limits may depend on the asset, network and service and should be checked inside the wallet.

32 How long does a normal transaction take?
Transaction time depends on the selected blockchain, network conditions and required confirmations.

33 What happens if crypto is sent through the wrong network?
Funds sent using an unsupported or incorrect network may be impossible to recover. Always verify the asset, network and address before sending.

34 Can a transaction be cancelled or reversed?
Once a blockchain transaction has been processed and confirmed, it generally cannot be reversed.

35 How does Mage Wallet protect user accounts and assets?
Mage Wallet uses account credentials, encrypted connections, 2FA and controlled infrastructure access. Users should also protect their passwords, devices and authentication methods.

36 Is Mage Wallet a non-custodial wallet?
No. Mage Wallet uses an exchange-style custodial, account-based architecture rather than the traditional seed-phrase model.

37 Who controls the private keys?
Users do not receive or manage private keys for Mage Wallet's internal custodial infrastructure. Access is provided through the user's Mage Wallet account.

38 Does Mage Wallet support 2FA?
Yes. Two-factor authentication is available as an additional account-security layer.

39 How does account recovery work?
Account recovery is handled through the registered account credentials and Mage Wallet's recovery and security procedures rather than a seed phrase.

40 What happens if a user loses their phone?
Losing the device does not automatically mean losing the wallet. The user should secure associated accounts and contact official support if assistance with access is required.

PROTECTION & STAKING

BLOCK 05 / 11

41 Has Mage Wallet undergone an independent security audit?

Mage Wallet does not currently publish an independent third-party security audit report.

42 Which company conducted the security audit?

No independent auditor is currently publicly identified.

43 Has the smart contract been audited?

Mage Wallet is not presented as a single smart-contract wallet or staking protocol. No public smart-contract audit should be claimed unless a specific audited contract and report are published.

44 What measures are in place to protect user funds?

Mage Wallet uses controlled infrastructure, account-security measures, encrypted connections and internal operational controls. Security is continuously reviewed, but no digital-asset system should be described as completely risk-free.

45 Can Mage Wallet freeze, restrict or suspend user funds or accounts?

Yes, where necessary under the Terms, security procedures, suspected abuse or applicable requirements.

46 Does Mage Wallet ever ask users for private keys or seed phrases?

Mage Wallet does not require users to provide a personal seed phrase or private key to access the standard Mage Wallet account. Never provide such credentials to anyone claiming to be support.

47 What is staking in Mage Wallet?

Mage Wallet staking allows eligible users to place USDT into a selected staking plan for a defined period and receive rewards according to the displayed plan conditions.

48 Which assets are currently available for staking?

USDT (Tether). Mage Wallet does not issue its own USDT token.

49 What are the current staking conditions?

There are several plans with different minimum amounts, durations and displayed reward rates. Users should always check the current conditions inside Mage Wallet before opening a plan.

50 How are staking rewards calculated?

Rewards are calculated according to the rate and conditions displayed for the selected plan.

REWARDS & REFERRALS

BLOCK 06 / 11

51 How often are staking rewards paid?
Rewards are credited daily to the user's Mage Wallet balance according to the active plan conditions.

52 Is there a staking lock period?
Each plan has a defined duration. Users should review its duration and conditions before confirming.

53 How long does unstaking take?
There is no single universal unstaking period. It depends on the selected plan and its applicable completion conditions.

54 Are staking rewards guaranteed?
The displayed rates describe the current plan terms and should not be interpreted as a guarantee of risk-free profit.

55 What are the risks involved in staking?
Digital assets and staking-related services can involve market, technical, operational, cybersecurity and third-party risks. Users should understand the plan terms and choose an amount appropriate for their circumstances.

56 Will additional staking options be introduced in the future?
Mage Wallet continues to develop, and additional staking or reward options may be introduced as the ecosystem expands.

57 How does the Mage Wallet referral program work?
Each user can invite others through a personal referral link. Eligible activity within the resulting structure can generate referral rewards according to the current program rules.

58 What is the current referral commission?
There is no single commission percentage. Rates depend on the user's rank, referral level and eligible activity under the current Referral Program Terms.

59 On which activities is referral commission earned?
Rewards are based on eligible activity defined by the current Referral Program Terms. They are not automatic simply because someone registers.

60 When is referral commission credited?
It is credited when the qualifying activity has been processed according to the current program rules.

REFERRALS & FEES

BLOCK 07 / 11

61 What is the minimum withdrawal amount for referral earnings?

Referral rewards credited to the Mage Wallet balance follow the applicable wallet transaction rules. The general minimum transfer is currently $0.01.

62 Can the referral program conditions change in the future?

Yes. Program conditions can be updated as Mage Wallet develops. Users should rely on the current published terms.

63 Can users in different countries join the referral program?

Participation depends on service availability, local requirements and the current Referral Program Terms. Check your eligibility before taking part.

64 Is there an official document explaining the referral program rules?

Yes. Current levels, percentages, turnover requirements and conditions are published on the official Referral Program page.

65 Is there any fee for Deposit or Receive?

Any applicable cost depends on the blockchain or network and the sending service. Mage Wallet displays relevant product information where applicable.

66 Who pays the blockchain network fee for Send transactions?

The applicable network or service fee is charged as part of the Send transaction according to the selected network.

67 What is the Swap fee?

Currently 0.5% for supported internal crypto to/from USDT swaps.

68 What is the Withdrawal fee?

For Send transactions, the applicable fee depends on the selected blockchain or network. Current fees are displayed in the wallet before confirmation.

69 What is the minimum withdrawal amount?

The current minimum Send amount is $0.01.

70 Do fees vary depending on the blockchain network?

Yes.

DEVELOPMENT & ROADMAP

BLOCK 08 / 11

71 Are all fees clearly shown before a transaction is confirmed?
Mage Wallet is designed to show the relevant amount, network and applicable fees before confirmation.

72 What happens if a transaction fails?
The result depends on where the failure occurred. Users should check the transaction status and contact official support with the transaction details if assistance is required.

73 What is the official Mage Wallet roadmap?
A public roadmap is available on the official Mage Wallet website.

74 Which new features are planned for the next 3-6 months?
Current development includes mobile applications, additional languages, expanded asset and network support, and continued improvements to wallet, staking and referral functionality.

75 Will new blockchain networks be added?
Yes. Expanding supported assets and networks forms part of the roadmap.

76 Will new cryptocurrencies or tokens be added?
Yes. Additional supported assets are planned as the product develops.

77 Are new mobile app updates planned?
Yes. iOS and Android applications are currently planned for Q4 2026.

78 Will additional staking options be introduced?
Additional options may be introduced as the product develops.

79 Will additional crypto services be launched in the future?
Yes. The long-term roadmap includes broader wallet integrations, analytics, developer integrations and additional ecosystem services.

80 What is the international expansion plan?
Mage Wallet is being developed for international use. Expansion includes additional languages, networks, assets, applications and infrastructure.

COMMUNITY & SUPPORT

BLOCK 09 / 11

81

How will Mage Wallet support regional communities?

Community development focuses on localized information, educational materials and support as regional activity grows. Priorities depend on user needs and service availability.

82

Can international users contact official Mage Wallet support?

Yes. Users can contact Mage Wallet through its official support channels for account and technical assistance.

83

Where can users find official customer support?

Use the support options on magewallet.io or email support@magewallet.io. Check contact details on the official website before sharing account information.

84

Which languages are available for support and educational materials?

Check the official website for available languages and localized materials. Language coverage may vary by service and support channel.

85

Will more interface languages be added?

Language support and localization are part of Mage Wallet's international development. Available interface languages are shown in the product's language selector.

86

How can users find official regional community channels?

Any official regional channel will be announced through verified Mage Wallet channels. Confirm that a group is official before joining or sharing information.

87

Will Mage Wallet hold community events in different regions?

Community events and meetings may be supported where local interest, activity and operational conditions allow. Confirmed events will be announced through official channels.

88

What support is available to community leaders and partners?

Support may include official information, educational materials, presentations and help with community activities. Availability depends on regional needs and the scope of each initiative.

89

Where can community leaders find official presentation and Q&A materials?

Use materials published or shared through official Mage Wallet channels. This Q&A provides a common reference for the international community; always use the latest version.

90

What is Mage Wallet's business model?

Mage Wallet generates revenue from activity and services within its ecosystem, including transactions, swaps and staking-related operations.

TRANSPARENCY & RISK

BLOCK 10 / 11

91 How are user funds handled?

Mage Wallet uses a unified custodial infrastructure. Assets can be processed within pooled infrastructure while each user's balance remains individually accounted for inside their account.

92 Does the company invest or manage user funds?

Mage Wallet manages assets within its custodial infrastructure to provide supported services. The company does not currently publish enough information to make a more specific public claim about how every underlying asset is deployed.

93 Does Mage Wallet guarantee any fixed return or profit?

No. Staking plans display current rates and conditions, but these should not be presented as a guarantee of risk-free profit.

94 What are the main risks users should understand before using Mage Wallet?

Crypto services involve risks including market volatility, technical failures, cybersecurity incidents, third-party failures and user mistakes. Users should review the applicable terms before using a service.

95 What could happen to users if the crypto market experiences a major decline?

Market movements can affect digital-asset values and broader crypto-market conditions. Users should understand the characteristics and risks of the assets they hold.

96 What happens if the platform experiences a technical problem?

The technical team investigates the issue, works to restore affected functionality and communicates relevant information where necessary. Blockchain and third-party disruptions can also affect transaction processing.

97 What is the company's emergency backup and recovery plan?

Mage Wallet maintains infrastructure and operational controls for service continuity and recovery. Detailed internal security and recovery procedures are not publicly disclosed because doing so could weaken security.

98 Does the company publish regular reports, updates or development information?

Yes. Product changes, roadmap developments and important announcements are communicated through the website and official communication channels.

99 How can users verify official information about Mage Wallet?

Always verify important information through the official Mage Wallet website and official communication channels. Do not rely solely on screenshots, forwarded messages or unofficial groups.

100 Where should users report scams or fraudulent activity using the Mage Wallet name?

Report suspected impersonation or fraudulent activity to support@magewallet.io, preferably with screenshots, usernames, links and other relevant evidence.

OFFICIAL INFORMATION

BLOCK 11 / 11

101

What are the official Mage Wallet social media and communication channels?

The primary official sources are magewallet.io, official support at support@magewallet.io, and the official Telegram news channel @MageWalletNews.

102

How can users identify official announcements from fake information?

Verify announcements against official Mage Wallet channels. A logo, company name or copied profile alone does not prove that a source is official.

103

Will the company provide regular official updates to community leaders?

Mage Wallet plans to keep active community leaders informed about relevant product developments and official materials. Some advance information may be shared with trusted partners when appropriate and subject to confidentiality.

104

Can all official answers to these questions be compiled into one official Q&A document?

Yes. This Q&A is designed to serve as a unified reference for the Mage Wallet international community.

105

How will future changes, new features and updated policies be officially communicated?

Important product changes, new features, updated terms and policies will be communicated through the appropriate official Mage Wallet channels. Users and leaders should rely on the latest published information.

Mage Wallet

VERIFY.
UNDERSTAND.
STAY INFORMED.

OFFICIAL WEBSITE
magewallet.io

CUSTOMER SUPPORT
support@magewallet.io

TELEGRAM NEWS
@MageWalletNews