

Frequently asked questions

Check out our most frequently asked questions about our Crowdfunding Universal Platform, becoming a Participant or Project Manager and the rules around your account.

We're here to help in case you cannot find your answer below, please send an email to info@cfi-universal.com with your inquiry.

Enrolment

Who can enroll?

Any person as of legal age in their state or province of residence.

How can I enroll?

You can enroll via the personal link of the person that introduced you to our platform. If you do not have the link please contact this person and ask him/her to send it to you. In no one referred you, simply follow the sign up process and we will enter you in the most advantageous position using "Auto Placement"

What information is requested during enrolment?

Next to your personal details, address and contact details, we require a proof of identity, which can be a copy of your passport, copy of your ID card (front & back side) and in some countries a copy of your driving Licence will be sufficient AND a copy of a (utility) bill, not older than 3 months.

How long does it take for the enrolment process to be completed?

After you have completed filling in our enrolment form, which takes just a couple of minutes, and submitted the copy of your proof of identity, you then set up your project with an accompanying image. Verify your email address by clicking the link on your profile. Once everything has been submitted and filled in, your project will be reviewed by CFI and you will receive a reply within maximum of 5-7 working days. After that you are good to go.

How do I set up a project?

Your project can be about anything your heart desires. The sky is the limit here. We do however review your project according to our Project Guide and make sure it is realistic and adequately described. Once you log into your new account you are prompted to set-up your project and simply fill in the headline, text and upload an image. Then submit it for review.

Why was my project rejected?

We are sometimes rejecting projects because they seem unrealistic. As an ethical company we can only support realistic and real projects. Another reason for rejection could be the way the project was described. The text could be describing the project in an unclear way and/or the wording/grammar of the text is not acceptable. In some instances the image could be the reason since it might be misleading.

How can I resubmit my project after it has been rejected?

In case your project was rejected, you can simply go back to it by logging into your account. Then make the necessary changes and resubmit it again for approval. You should do this as soon as possible. Please note if projects are not completed within 3 days, they will be blocked until you submit a new description.

Projects/Accounts

How can I stop my project?

In the unlikely case that you have changed your mind and do not want to continue with your crowdfunding project, please send us an email at info@cfi-universal.com and we will cancel your project right away.

Please note that the originally paid donation to set up your Project Manager account is non-refundable.

Can I make changes to my project once it has been approved?

No changes can be made to an approved project after 14 days of initial approval, therefore phrase the text of your project description in a clear and properly written way, submit an image relating to your project and in good quality and phrase your headline attractively.

If you need to make any other changes in the project description, title or for the project image or the Welcome text, please send us an email with the exact text that you would like

to use. **We can only make these changes for you within 14 days after initial approval of your project.**

How much does the Sublicence fee for participation in the Starway cost?

The Sublicence fee for participation in our Starway System is due to CFI Euro SL every six (6) months and the amount is EURO 15.00.

How will I know when I have to my Sublicence for participation in the Starway?

You can give permission to withdraw the amount from your e-wallet, either during the registration process or via your back-office. If no explicit permission to withdraw this amount from the your e-wallet has been granted, a reminder email with payment instructions will be send to each Participant four (4) weeks before the Sublicence will elapse.

How can I pay for the Sublicence fee?

The fee can be paid either via the e-wallet or by another payment method available in the relevant Country of the Participant.

What happens with my account if I do not pay the Sublicence fee?

If no payment is received by the end-of-Sublicence date, the participant is granted another 14 days to make the payment. Failure to pay the Sublicence fee by the end of this extension period will result in the irreversible termination of the account from the Starway. As of the termination date of the account from the Starway, the Participant is still eligible to receive open donations for his/her project, but is permanently excluded from the Starway System and can no longer benefit from it.

What is your refund policy?

Donations are unfortunately non-refundable. They are also allocated straight into the donation tree the moment they are processed. We specifically advise all our new enrollees about this common donation policy during sign-up. Please see our Refund Policy available via our web site at www.cfi-universal.com

How do I keep my account safe and secured?

Once you have set up your account with the necessary password and PIN it is of the utmost importance to keep this information in a safe and secret place.

CFI Euro SL will not be liable for any login attempts from other members or third parties that you have provided your password to.

Starway/Donations

How much money do I need to donate?

You have to donate EUR 50.00 during enrolment to create an account with a project. If you decide to simply donate an amount to somebody's project without posting a project yourself, you can do this by simply making an OPEN donation. You can find the button for this on the project page of the person whose project you would like to donate to.

What are the benefits of participating in the Starway Model?

If you decide to start your own crowdfunding project it is beneficial to participate in our Starway Model, since then you are entitled to donations from Project Managers in the levels above you, your Referral and Project Managers in your Donation Tree. You would sign up 2 new Project Managers directly under you and make sure they do the same. If you want to achieve your project as quickly as possible you can actively find more than two new members and sign them up in your first open spots, while moving up the Starway and reaching the highest level of it.

Once you reach level 1.3 you can start withdrawing available funds from your e-wallet. As soon as you reach level 7.3 all new donations that you receive, will not be used for donating to other users, as you have already reached the highest step. All the funds will stay in your e-wallet until you withdraw them. It is not at all necessary to reach 7.3 in your Starway level in order to withdraw donations, the Starway is only a means to receive donations much faster and can be turned On or Off at any given moment.

What is the highest amount I can donate to a project?

When signing up for a Starway Project on the platform Crowdfunding International Universal you have to donate EUR 50.00. If you wish to make an open donation, you can do that at any time, to any project and by an amount between EUR 5.00 and EUR 50.00.

How exactly does the Starway Model work?

There is an explanation video that can be watched after logging in to your personal account. On the homepage you will see the clip titled "How does it work".

How many active projects can I own?

We encourage you to only post ONE project at a time, so you can put all your efforts into achieving it. Crowdfunding International does however not prevent you from starting several projects simultaneously.

What is important to remember though is, that if you do run a second project together with your first one, ensure it is NOT registered under your original project. You may not donate to your own project!

What happens once I reach my target amount?

As soon as you reach the target amount of your project, the project will be closed and no further donations accepted. Your accumulated funds are available in your e-wallet and can then be withdrawn via your debit card. If you participate in the Starway Model you are already able to withdraw accumulated funds as of Starway phase 1.3. You will only be able to withdraw amounts up to the set target amount of your project.

How can I withdraw my funds from my e-wallet?

You can withdraw your funds at any time onto your debit card. Please allow up to 14 days for ordering and delivery of the debit card. You can order the debit card directly via your back-office and the card will be delivered to you by our partner Intercash.

Why did I not receive a donation from my newly enrolled member in my generation below me?

You only receive donations from members of the generations below you if they hold a lower Starway position than you at the time of donation and if you are eligible according to our Starway Model. See how the Starway Model works by logging in to your personal account, on the homepage you will see the clip titled "How does it work".

Disputes

I have a disagreement with one of my team members/I believe somebody is marketing his/her project in the wrong way, how can I bring this to your attention?

We refer you to our [Code of Conduct](#) for further information on our rules. In case of any further questions or to bring a specific situation to our attention, please send an email to compliance@cfi-universal.com

Marketing and events

I need help marketing my project, what can I do?

You are free to market your project by networking events, social media, your own website, printed or email material, presentations or word to mouth. We do though require you to only use approved material.

You can either [download marketing material](#) from our website or create your own by using our Project Manager-Logo and submitting the material to us for official approval before you start using it. You can find submitting the material to us for official approval before you start using it. You can find the approval form [here in English](#). Please use the following email address for submissions: compliance@cfi-universal.com

Are there any networking events organized by CFI Euro SL?

Since we are a crowdfunding company we do not advertise or promote our platform ourselves, our members do. Therefore events are generally organized by Project Managers. You can keep up to date with ongoing events by keeping in contact with members of your Donation tree.

