

Modulr FAQs

Submitting an application

How do I start or complete my application form for Modulr?

Your Accountant or Payroll Bureau will be able to send the application form to your email address. The email will be titled '*Modulr Application – please complete*'. Select '**Go to Application**' to open the application form. If you cannot find this email, please contact your Accountant or Payroll Bureau who can re-send it.

I cannot find the email to complete my application, what should I do?

Please check your spam/ junk folder if you cannot find the email right away. It will be titled '*Modulr Application – please complete*'. If you still cannot find this email, please contact your Accountant or Payroll Bureau who can re-send it.

Some of the application has been completed for me, what do I need to do

Your Accountant or Payroll Bureau has completed some of the application on your behalf. Please check this information is up to date and accurate and complete any completed sections. As you complete each section, they will be marked with a tick on the left menu and will go green. Select the '**Submit Application**' section once you've completed all sections. You can go back to any section to review or change anything you've added. Please double-check everything is correct before you submit.

What information is required to complete an application?

Information will be required based on the type of business you are. To check what information we ask for at sign up for each business type, please see our [guide](#) along with our supporting PDFs for businesses in the [UK](#) and [Ireland](#).

Do I need ID to submit an application?

We do not require ID or Proof of Address for the initial application form. However, this may be requested later if our compliance team need to manually validate any individuals listed on the application form.

I am not sure what to enter under the Ultimate Beneficial Owner section?

Include full details (full name, date of birth, home address, contact details) for all Ultimate Beneficial Owners/Partners with ownership of 25% or above. If no single shareholder possesses at least 25% of total shares, then the next largest shareholder must be provided instead. You can find this information on the 'Persons with significant Control' section on Companies House. If 0 persons are listed or your company does not have any UBOs, you can nominate two listed directors and enter them under the UBO section with 25% ownership. Proof of address and ID may be required later so we can validate these individuals.



What is the difference between an Admin User and the Applicant?

Applicant Director– the person responsible for the application and hence, contact details are required in the event Modulr requires further information. This individual needs to be a listed Director.

Admin User– the person that will have access to their Modulr account for managing and approving payments and adding other users. The Admin user can be anyone in the business.

How long does the application form take?

The application form should take around 5-10 minutes to complete. If your company is listed on Companies House or Companies registration Office, much of the application will be prefilled from Companies House saving you time. In addition, some of the application may have already been completed by your Accountant/ Payroll Manager.

Information from Companies House is not up to date, what should I do?

Please ensure all information on Companies House is up to date and accurate before starting the onboarding process or continuing with the application. The application can be saved and returned to later on to save you time.

I am a Charity, can I onboard?

We are pleased to say that we do accept Charities that are registered on Companies House as 'Limited by Guarantee' or 'Private Limited' and on Charities Commission.

I have submitted the application but made a mistake, can I reopen my application?

Unfortunately, applications cannot be reopened or edited after final submission. Please wait until you hear back from your compliance team via email and notify them of the changes so they update the application accordingly.

Compliance Review

How long does it take to hear back from the team once my application is submitted?

It will take 1-5 business days for our compliance team to process your application and reach out to you with a response. Please keep an eye out for any emails in your junk or spam folder from clientonboarding@modulrfinance.com.

Who will be contacted regarding my application?

The Applicant Director will be contacted, and your Accountant or Payroll Manager will be copied into the email if you would prefer them to respond on your behalf.

Why is Modulr asking me for additional information?

Modulr is authorised and regulated by the Financial Conduct Authority and therefore is required to conduct customer due diligence on everyone provides financial services. You may be asked to provide documents to support these checks. To make this easier, you can send all these documents electronically. The faster Modulr receives this information, the faster you can start benefiting from your Modulr integration.

Where do I send back required information?

To ensure the quickest reply, please respond directly to the email you received from clientonboarding@modulrfinance.com with the information requested. Any documents can be attached via email.

I have replied to the compliance team but haven't heard back, what should I do next?

If you have not heard back from the team after 5 working days, please escalate with onboardingsupport@modulrfinance.com.

Can my Accountant or Payroll Manager respond on my behalf?

Yes. They are automatically copied into all email communications from our compliance team and can respond on your behalf with any information/documentation requested.

I would like someone else to respond on my behalf, is this allowed?

Our compliance team will only contact the Applicant Director and Accountant regarding the application form. If you would like someone else in the business to be included, please forward any emails from the compliance team to they can respond back to the team directly.

I have been asked to provide additional information or documentation but not sure why it is required, what should I do?

Modulr is authorised and regulated by the Financial Conduct Authority and therefore is required to conduct customer due diligence on everyone provides financial services. You may be asked to provide documents to support these checks. To make this easier, you can send all these documents electronically. The faster Modulr receives this information, the faster you can start benefiting from Modulr's integration.

If you are unsure of the information be requested, please reply back to the team directly who are always happy to answer any questions or clarify any concerns or queries.

I cannot find any emails from the compliance team regarding my application, what should I do?

Please allow up to 5 working days for our compliance team to process the application and reach out to you. If you have not heard back from the team after 5 working days, please contact onboardingsupport@modulrfinance.com.

How long does it take to onboard?

It can take anywhere between 45 minutes to a few working days depending on if a manual review check is required. It really depends on how quickly you can supply as with any additional information that we might need! Therefore, we advise that applications are submitted 3 weeks before payments are due to ensure you have enough time to respond back to the team. Onboarding plus allows your application to be prioritised reducing our standard response rate from up to 5 working days to 1. If you would like your application to be prioritised, please contact your accountant who can upgrade to onboarding plus and reduce the time it takes to onboard.



I need my account set up as quickly as possible, can my application be prioritised?

Onboarding plus allows your application to be prioritised reducing our standard response rate from up to 5 working days to 1. If you would like your application to be prioritised, please contact your Accountant who can upgrade to onboarding plus and reduce the time it takes to onboard.

Activating your Modulr account

I can't find the email to activate my Modulr account?

Please check your junk or spam folder. If you still cannot find the email, please email support@modulrfinance.com who can resend the welcome email to the admin user that was entered on the application form.

I am having issues activating my account with authy, what should I do?

Please follow our guidance on how to set up and use authy. If you are still having trouble, please email or call Modulr's friendly support team on support@modulrfinance.com / +44 303 313 0060

How do I login to Modulr?

You can login to Modulr [here](#) with your username and password. If you are unsure of your username, refer to your original welcome email that you received to activate your account or email support@modulrfinance.com.

Why is Twilio Authy required?

Certain tasks and features in the Modulr Portal require an authentication step using a Two-factor Authentication (2FA) app called Twilio Authy which you need to download and register on your phone (available for iOS or Android) before signing in to the Modulr Portal for the first time.

Authy sends a notification to your phone app when something you are doing in the Modulr Portal requires extra authentication – confirming the notification in the Authy app means we know it's definitely a registered user using the portal with access to your accounts.

More information on how to use and set up authy can be found [here](#).



Using your Modulr portal

How do I know there are payments in my account waiting to be approved?

Managing approvals can be found [here](#). To receive email notifications of payments waiting to be approved, refer to this guidance: [notifications](#).

Where can I find outstanding Modulr payments in my portal?

Guidance on managing pending payments can be found [here](#).

How do I know if I need to add funds to my Modulr account?

To receive email notifications of payments requiring funding, refer to this guidance: [notifications](#). You can also check the balance of your Modulr account on the Accounts section of your portal.

Outstanding payments have disappeared from my Pending Payments screen, why is this?

Outstanding pending payments disappear will disappear from your Pending Payments screen list after 7 days of the creation date. To find these payments, click 'search and filter' on the Pending Payments screen and select a 6 week time frame as to when the payments were created. There you will be able to find all the details of the payments scheduled to be released on a specific date.

Can my Accountant / Payroll Manager see my pending payments and balance?

Your accountant/ payroll manager does have visibility of any payments pending in your portal, your account details and the overall balance in your account. To check their permission levels, go to the Users screen, select Delegates and find where it says role. Details about their role level can be found [here](#).

Does my Accountant / Payroll Bureau have access to my e-money account?

You accountant/payroll bureau does not have direct access to your e-money account but your account is linked to theirs. This means they certain level of visibility and controls over your account. To check their permission levels, go to the Users screen, select Delegates and find where it says role. Details about their role level can be found [here](#).

I need someone else to approve payments whilst I'm away, how do I do this?

You can add anyone as a user to your Modulr account and assign them certain user permissions including being able to approve payments. You can add a new user by following these [instructions](#). Make sure you have assigned them a +Approver role so they can approve any payments pending in your account. You can also download our Modulr App to approve payments on the go and away from your desktop: [Mobile App](#).

How do I add Users?

1. Select 'Users' in the side menu.
2. The page displays all the users who have access to your accounts.
3. Select 'Create new user'
4. Complete the details on the form that's presented.
5. Select the role you wish to give the new user. This determines what they can access. More information about user roles [here](#) →
6. Select 'Create this user' to finish.
7. The new user will appear in the table with a status of 'Created'. The new user will receive an email with instructions on how to complete their setup.
8. Once they have completed their setup, they will show as 'Active' in the Users table.

Can I set up users with different permission levels?

You can select the role you wish to give the new user which determines what they can access. More information about user roles [here](#).

Can I set up notifications?

Yes you can on your Notifications tab of your portal. To receive email notifications, refer to this guidance: [notifications](#).



How do I send funds from my e-money account to my UK bank account?

To transfer any remaining funds from your e-money account, refer to this [guidance](#) to find instructions how to pay to a saved or new beneficiary.

Can payments be cancelled after being approved?

Any payments that are still pending release can be cancelled. How to cancel payments can be found [here](#).

I have approved payments and added required funds ahead of the pay date, is there anything else I need to do on the pay-date?

Once payments have been approved and the money has been transferred, the payments will automatically be sent out to beneficiaries on the scheduled date!



How do I edit or delete a user?

1. Select 'Users' in the side menu.
2. Select a user from the table, their details will be displayed.
3. You can edit their details, except their username. Save changes to finish.
4. You can change a user's status eg to 'Blocked' which will prevent them from accessing the Modulr portal until you change their status back to 'Active'
5. To remove a user, select 'Remove this user' at the bottom of the form. This can't be undone. Removed users can no longer access the Modulr Portal.

How do I cancel a payment?

Any payments that are still pending release can be cancelled. How to cancel payments can be found [here](#).

Can I try to recall a payment?

If you need to recall a payment, email our Support team as soon as possible who can attempt a recall: support@modulrfinance.com.

My Accountant / Payroll Manager has pushed payments to my Modulr portal. What do I need to do next to ensure they will be released on the payment date?

As soon as payments have been submitted to your Modulr portal, login to Modulr to view these payments pending approval. There are two requirements to ensure payments are released to employees on the scheduled date:

1. There are enough funds in your Modulr portal to cover the payroll/invoice amounts.
2. Payments have been approved via the Modulr app or via your desktop.

How do I approve payments?

Managing approvals can be found [here](#). To receive email notifications of payments waiting to be approved, refer to this guidance: [notifications](#). You can also download our Modulr App to approve payments on the go and away from your desktop: [Mobile App](#).



How do I transfer funds into my Modulr account?

You can send money via bank transfer to you Modulr account's sort code and account number. These details are displayed on the top left of the account view on your portal.

Important to note: The first time you top up your Modulr account, the external bank you are sending funds from will complete a verification check. This is often instant but on rare occasions, it may take minutes to hours. Therefore, we would advise to fund your Modulr account as soon as possible the first time and preferably via telephone banking. This is to ensure that you have time to complete any verification checks with the bank directly if this is required from them.



How can I view previous transactions that have been processed?

A downloadable .csv file containing every transaction paid in or out across all your accounts including beneficiary information, references, payment types etc can be found on your [Reports](#) section of your portal.

What is the processing time to ensure employees are paid next day?

For UK payments: We have access to the UK Faster Payments Network, meaning that payments can be processed and in the recipient's account within 90 seconds, 24/7. You can of course post-date payments and prepare payroll in advance, but you no longer need to submit payments the day before to pay employees, or even suppliers or your PAYE Tax, on time.

For EURO payments: We use SEPA Instant Credit Transfer (SCT Inst), meaning payment can be made from one bank account to another across the SEPA region within 10 seconds. If SCT Inst is not enabled by the recipient bank, payments will default to standard SEPA Credit Transfer. Customers who wish to achieve same day settlement should continue to observe the 14.00 (GMT/UTC) SEPA Credit Transfer cut off time.

What is Faster Payments?

Faster Payments Service (FPS) is the payments scheme owned and operated by leading retail payments authority [Pay.UK](#), the company also responsible for Bacs payments and cheques, as well as related services such as mobile app Paym, the Current Account Switch Service, and many others. Faster Payments enables mobile, internet, telephone, and standing order payments to move quickly and securely between UK bank accounts, 24 hours a day and often received within seconds.

Is there a transaction limit for the Modulr portal?

We have set limits on payment activity. However, this can be amended should the need to arise. Please contact the support team to find out more about your payment limits and how to have this amended if required.

T: +44 (0)303 313 0060 or email support@modulrfinance.com

What name appears on someone's bank statements?

Your company name.

How does Modulr protect the funds on its platform for UK users?

Modulr is authorised and regulated by the FCA as an Electronic Money Institution (FRN: 900573). This means we can issue e-money accounts with account numbers and sort codes. As a direct participant of the Faster Payments and Bacs schemes, we hold and settle funds at the Bank of England, providing reliability and security for our users. As an authorised and regulated Electronic Money Institution we're required to keep 100% of our customers' money safeguarded at the Bank of England and totally separated from our own funds. This means that e-money held in Modulr accounts is protected from any risk associated with our insolvency excluding costs deducted by the insolvency administrator, as laid out by the FCA. Our platform is built and operated to the highest levels of security, utilising web application firewalls, DDoS protection, threat detection, certificate management, penetration testing and two-factor authentication as well as being PCI compliant. We take a security first approach to everything – protecting your data, your business and your customers.



What happens if there isn't enough funds to fulfil scheduled payments?

The payments will be held as Pending Payments until sufficient funds are added to the account to cover the payments.

How will I know if payments were successful? Is there an audit reporting facility available?

All successful transactions can be reviewed in the Reports screen. Reports can be exported in .csv format and then, you can easily filter transactions. Any scheduled or failed payments can be viewed within the Pending Payments screen.

What shall I enter as the Payee name when transferring funds into Modulr

Enter your company name as displayed on your Modulr portal.