

The future of C2C transactions

#Security

#Trust

#UserDisputes

#Reputation



A strategic partnership



Orchestration of services,
technical solutions, users
dispute prevention and
resolution.

X



BNP PARIBAS

Cash in (Acceptance & Acquiring)
& Cash out (Settlements),
AML & CFT compliance,
Escrow of all financial flows.

A brief overview

✓ Trusted by 50+ teams



▶ Media exposure



📈 We are a global company

📍 66% of our clients have multiple locations.

🌐 Operational across **Europe, America & Oceania.**

🔒 +1,000,000 ads are secured by Tripartie!

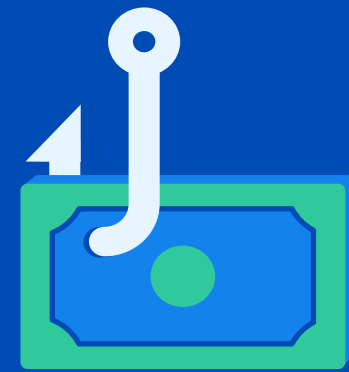
🔗 Our **strong networks:**



C2C transactions are still risky



the level of **quality**
is **unreliable**.



scam, delay
or payment **default**.



19% of sales between
individuals **go wrong**.

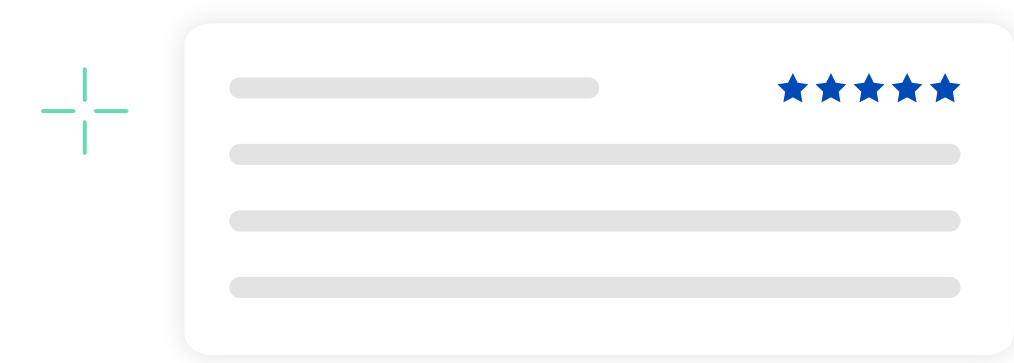


reputation risk
for the platform.

Tripartie's promise

Individuals take opportunities **without risk related to payment and quality.**

Platforms drastically reduce the go-to-market and **preserve their brand image.**



Marketplace solutions

Tripartie protects 100% of your platform's exchanges and keeps you out of trouble.

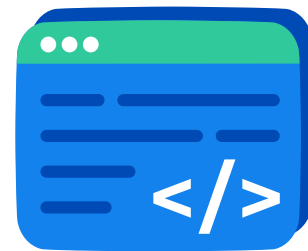


**Secure transactions
between users**



**Resolve disputes
between users**

Managing transactions is costly



9 months to integrate basic functionalities.



time spent daily by your team.



quality perceived by the users is **disappointing**

We provide a plug&play solution

White label available

Paste a few lines of code to add Tripartie Secure Payment Buttons



tripartie | Protect your transactions!

Small-Ads.com

Playstation 4
Very good condition, sold with a controller & several games including Fifa 2019. Original packaging and ...

Purchase amount €225.00 €220.00
Service fees €5.00
Delivery fees €8.00
Recipient's name: Jane Doe
Shipping address: 5, parvis Alan Turing,

€233.00

1 Logged in as Jane Doe
2 Your delivery: parcel delivery
3 Add a note (optional)
4 Choose your payment method

Credit card
Card information
1234 1234 1234 1234
MM/YY CVV

Your credit card will only be debited if your proposition is accepted. The seller has 5 days to accept your offer.

Confirm and send my offer

Split payment

Powered by Tripartie | Help center | Terms of use | Privacy policy | En

Small-Ads.com

Icon .COM

Primary color #00B97D

Secondary color #Bec0c7

Customise the UX journey with your logo and colours

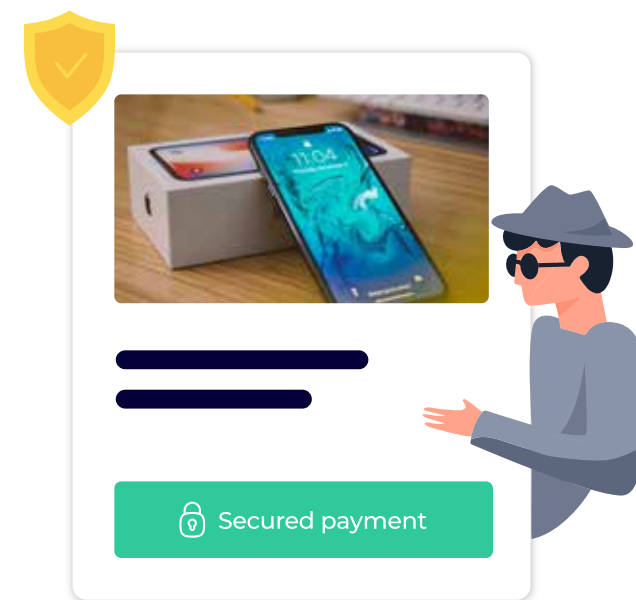
Make the transactions of your users easy and safe!

Fraud detection

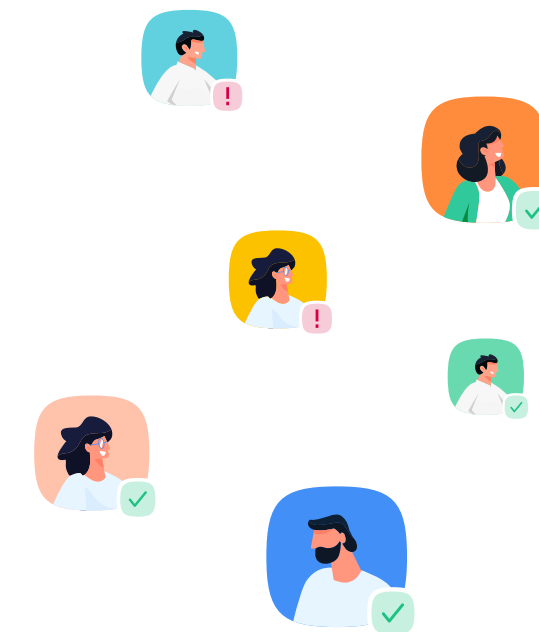
Analysing users' data and behaviour before each transaction to prevent scam.



Automated controls are performed to instantly **check the authenticity of the information** provided by users at **registration**.



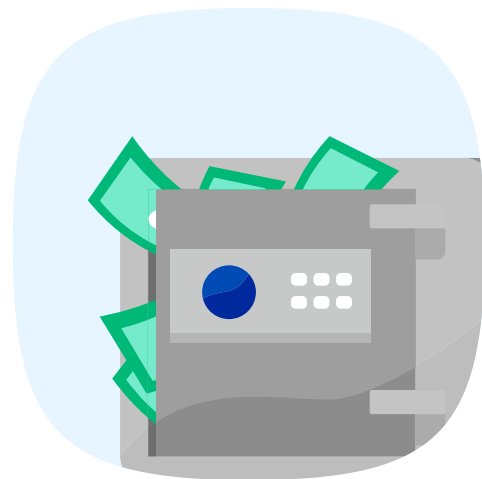
Fraudulent users are **automatically detected** and **banned** from our platform.



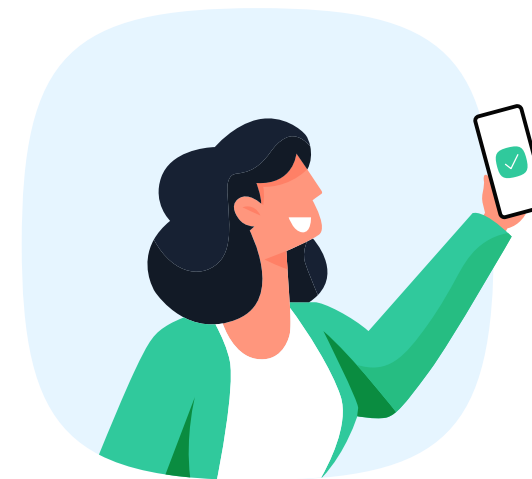
Data are **shared with our partners** to enable them to **clean up their user base** and **increase the reliability** of their platform.

Escrow payments

Securing buyers and sellers using E-wallets.



Funds are kept in an escrow account during the transaction.



The buyer **checks the conformity** of his purchase **before releasing the funds**.



The seller can hand over the object in all confidence. He is **protected and guaranteed to be paid**.

Quality control

Using relevant features to protect each transaction and prevent disputes.



Shipping label

Sellers can edit online a shipping label to save time and avoid any mistake.



Automated inspection period

Parcels are live tracked to automate the status of the inspection period.



Ship your order

The buyer has already paid for the shipping costs. Ship your order within the next 5 days, otherwise the order will be automatically cancelled.

I've shipped the order

[Download shipping label](#)



Your parcel is delivered!

You have 3 days to check the conformity of the item and validate the transaction from your Tripartite interface.

Finalize the transaction

[Report a problem](#)

Marketplace solutions

Tripartie protects 100% of your platform's exchanges and keeps you out of trouble.



**Secure transactions
between users**



**Resolve disputes
between users**

You fail solving user disputes due to a lack of data



7% of disputes on platforms with secure payment



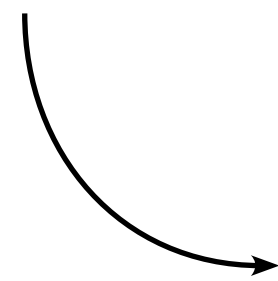
45 minutes are spent by the customer service on each dispute



65% of resolutions fail and do not generate any commission

One powerful platform to manage the entire disputes resolution process

Customise the UX & guide the users to make their claims



We've got it! Could you please explain us the situation?

The item does not match its description

The item shows undescribed damage ✓

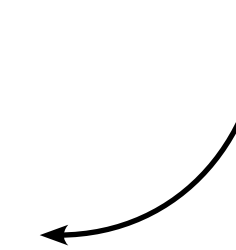
The order is incomplete

I did not receive the order

Other, I specify the situation

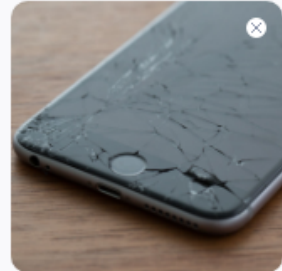
Confirm and proceed

Collect the relevant data



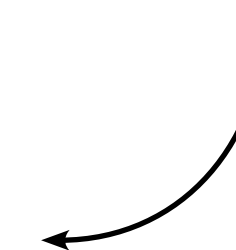
Please add any relevant image or file that could help us understand the situation.

Add items (ex: screenshots, pictures, video, documents ...)



Confirm and proceed

Most of the disputes are solved by the users without involving your customer service



How much do you want to claim?

Please note that you cannot claim more money than the purchase price of the item.

\$ 80.00

0 440

Confirm the amount claimed

Automate amicable settlements & order returns

The seller is informed by email of the buyer's claim and can accept or contest it.

Reason: The item shows undescribed damage
Comment: There is a deep scratch on the top left of the phone screen
Buyer's claim: \$ 80.00



Accept and pay back \$ 80.00

Decline the buyer's offer

Most of the time, users solve the problem without the implication of your customer service.



Dispute solved!

Good news, your transaction is now complete.
The payment has been released to your wallet.

Close and return to small-ads.com

Funds are automatically released according to the decision.

Focus on arbitration settlements

Your customer service can easily and quickly make fair decisions

Disputes

Search Show filter Last 30 days Export

ID	Transaction title	Trans. ID	Amount	Opened on	Status
5138	iPhone 11 Pro 64 GB black	481200XR	\$ 800.00	17/07/2019	Ongoing mediation
5137	Vintage Yamaha Electone Organ model B-4BR	679245DF	\$ 640.00	17/07/2019	Ongoing mediation
5136	Xbox One X + Power A Fusion Controller	453907VS	\$ 150.00	17/07/2019	Solved
5135	Apple iPhone X 256GB Unlocked Grey Boxed WAR ...	342906GT	\$ 310.00	17/07/2019	Ongoing mediation
5134	Kona 'Muni-Mula' Mountain Bike	913567JJ	\$ 270.00	16/07/2019	Solved
5133	DJI Mavic Air 2 Drone with Fly More Kit	831541AE	\$ 725.00	16/07/2019	Requested assistance
5132	Sony Alpha A100 10.2MP Digital DSLR Camera	671094VZ	\$ 110.00	16/07/2019	ongoing arbitration
5131	Trek 4900 mountain bike in excellent condition	896743PL	\$ 350.00	16/07/2019	ongoing arbitration
5130	Indesit dishwasher, slimline	135479BO	\$ 175.00	16/07/2019	Ongoing mediation

25 50 100 Items per page 1-25 of 1164

Make a new proposition

In 87% of similar cases, compensation was in favor of the complainant.

Request additional assistance

The data provided may not be comprehensive enough to make an informed decision. Request our support team to collect additional data.

Visualise all the disputes on the dashboard

Results our customers are seeing

UP TO
70%

of complaints **automatically resolved** by users

-50%

less time spent by customer service on each dispute

UP TO
+15%

additional commissions generated for the platform

Security & conformity



IT security is our priority.

- ✓ **Encryption of exchanges (SSL) and databases (AES)**, maintenance and continuous servers updates.
- ✓ We comply with **PCI DSS standards**.
- ✓ **Infrastructure protected** against denial-of-service attack (DDoS) via the Anti-DDoS OVH.

The legislation is complex, we apply it strictly.

- ✓ Cash flows are processed by a **Payment Service Provider (PSP) approved by l'ACPR**.
- ✓ EU deposit guarantee fund protects each of your users up to **EUR 100.000,00**.
- ✓ Compliance with the terms of the **General Data Protection Regulation (GDPR)**.

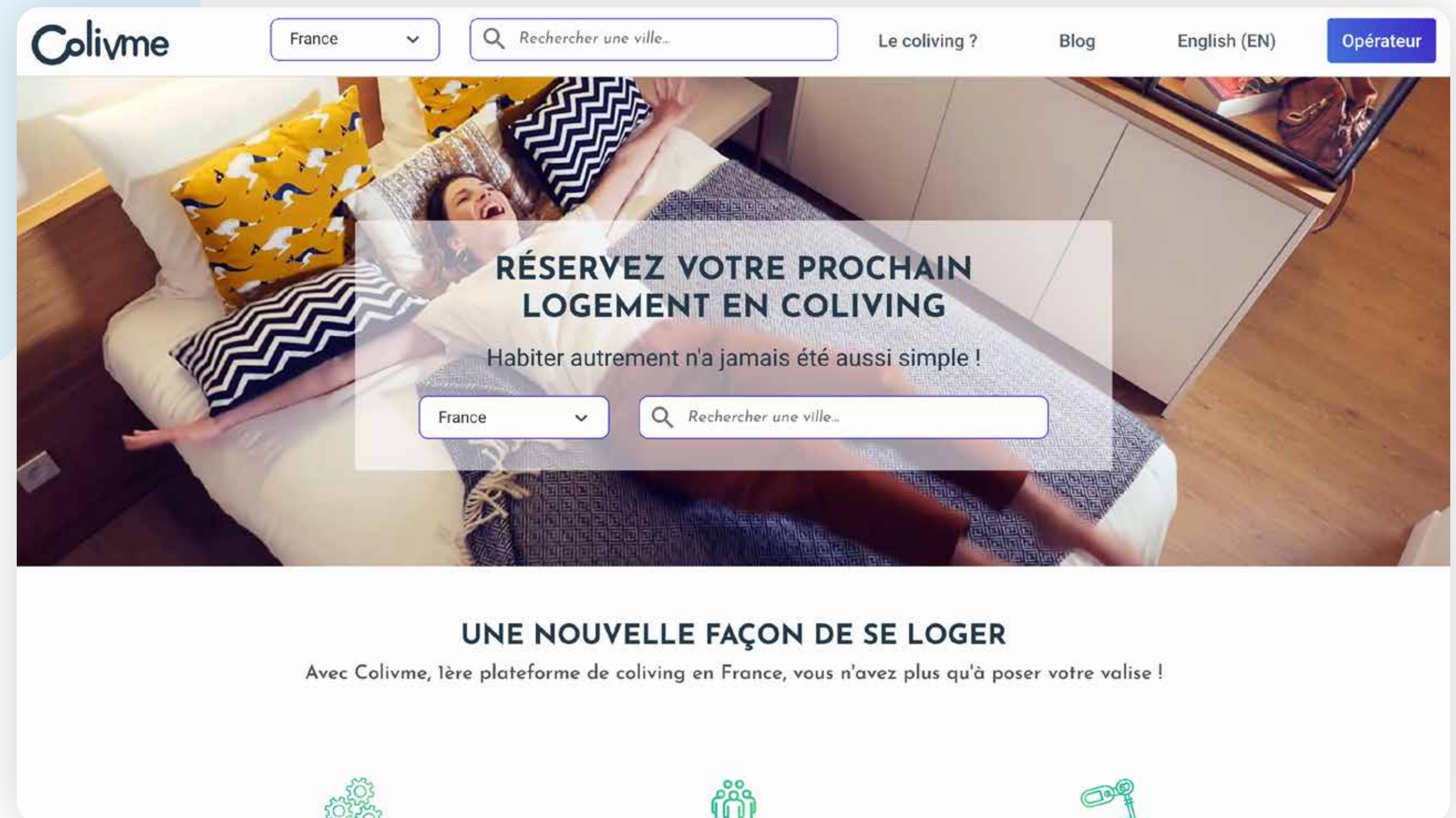
What do our clients think?

Tripartie enables us to **manage all the financial flows** of our Coliving platform.

Thanks to the **teams' efficiency** during the integration phase, we **reached our objectives** and **saved valuable time**.



Alexandre Marcadier
Co-founder, Colivme

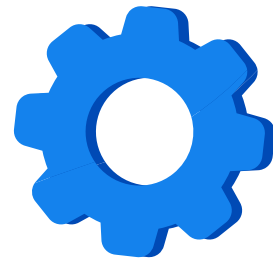




+33 (0)1 75 85 03 90
contact@tripartie.com
tripartie.com

Pricing

The monthly billing is based on a Pay as you go model:



Setup fees

Opening of a dedicated environment, customisation to the platform's colours.



Monthly fees

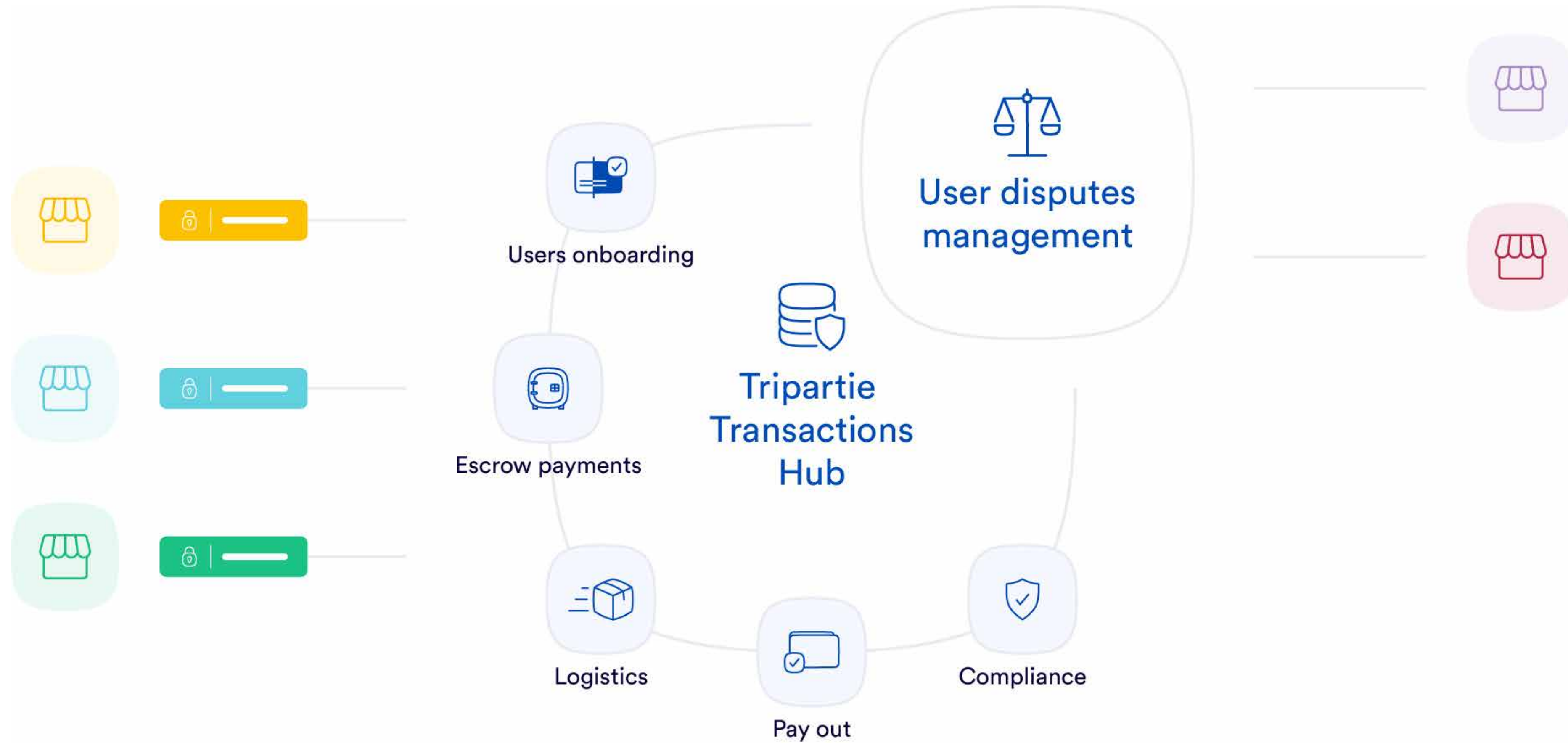
Licences to access the payment & disputes resolution platform, SLA, dedicated Relationship Manager, real time payment dashboard and maintenance of the overall services and infrastructure.



Volume based commission

Payment processing costs, Tripartie features costs (fraud management, parcel monitoring, notification emails) and disputes resolution success fees.

Solution overview



Implementation schedule

