

## OneLife-USA Q&A Webinar 3/24/19

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### OneLife-USA Q&A Website

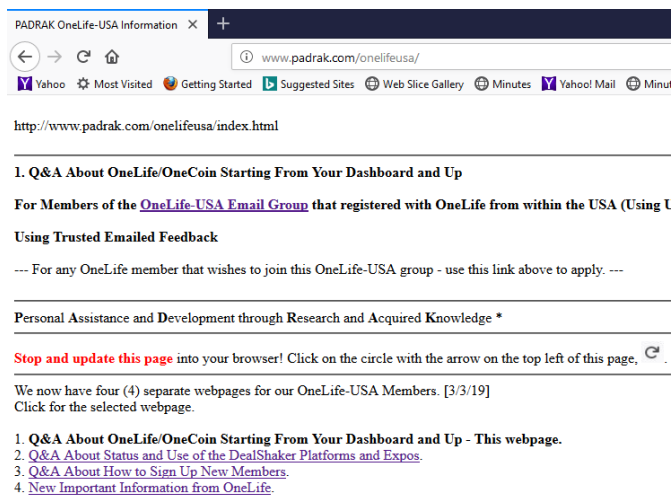
[www.padrak.com/onelifeusa/](http://www.padrak.com/onelifeusa/)

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### The Four Webpages – For Topics Separation

1. From Your Dashboard.
2. DealShaker Platforms and Expos.
3. How to Sign Up New Members.
4. New Important Information from OneLife.

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### Your Most Important Dashboard Pages – Take Pictures of Them NOW!

This is YOUR ONLY PERSONAL EVIDENCE

Use a camera, cell phone, or “Print...” to the left of the F12 key and copy to Word.

Adjust the size of the screen to one page!

Make sure that your Login ID (Account Name) is always visible in the upper left.

Main Dashboard

Profile

My Accounts – OneCoins (All data entries, multiple pictures)

My Accounts – Cash (All data entries, multiple pictures)

My Accounts – CoinSafe

Anything else...

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In Dealing with the OneLife Company

Remember the Basic Principles of Zen –

If you can't change how it is,  
You can enjoy how it is.

Be nice.

Plan ahead.

Know that this same thing is probably happening to many others...

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How to email to OneLife Support -

Send from your normal email account

Include your Login ID (account name)

State the problem clearly in short good English

Make sure that you get a support ticket #...

This works.

EMAIL SUPPORT: [support@onelife.eu](mailto:support@onelife.eu)

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**Websites and Email Addresses** [3.20.19]

Provided by Metta Major, OneLife-USA Group Support 3/18/19

ONECOIN WALLET: [www.onecoin.eu](http://www.onecoin.eu)

ONELIFE: [www.onelife.eu](http://www.onelife.eu) [USA]

ACADEMY: [www.oneacademy.eu](http://www.oneacademy.eu) [USA]

FOREX: [www.oneforex.eu](http://www.oneforex.eu) [USA]

OFC: [www.onecoinofc.com](http://www.onecoinofc.com) [USA]  
DEALSHAKER: [www.newdealshaker.com](http://www.newdealshaker.com) [USA]  
FOUNDATION: [oneworldfoundation.eu](http://oneworldfoundation.eu) [USA]  
FAQ: [www.padrak.com/onelifeusa](http://www.padrak.com/onelifeusa) [USA]

LEGAL: [compliance@onelife.eu](mailto:compliance@onelife.eu)  
EMAIL SUPPORT: [support@onelife.eu](mailto:support@onelife.eu)  
Chinese Support: [support.cn@onelife.eu](mailto:support.cn@onelife.eu)  
KYC SUBMISSION: [KYC@onecoin.eu](mailto:KYC@onecoin.eu)  
MAB: [Mabsupport@Onelife.eu](mailto:Mabsupport@Onelife.eu)

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KYC

Is "Pending" Good Enough? [Metta says yes! Works on DealShaker!]

Everyone gets that response regardless of what files they send in.

One member sent in a B&W passport and got "Pending"  
Then she got "Declined" and had to start all over.

I joined in early 2016 and I still have "Pending".

Note:

If you do not login to that account for a year, or  
If your passport date becomes expired -  
Then - your KYC will be cancelled!

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CoinSafe

Many problems - This is MAJOR! Don't Uncheck the Box!!!

Wrong balance – or - Zero balance  
Account goes to zero ON THE MATURITY DATE!  
"Unchecking Auto-Save box renews my CoinSafe agreement!"  
"Unchecking Auto-Save box deletes my CoinSafe balance!"

Adding up all of the entries in My Accounts – OneCoins  
Gives amounts that have nothing to do with the balances in CoinSafe.  
I know – I checked that...

Search for: how to use CoinSafe, or how to close CoinSafe

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CoinSafe Responses from OneLife

A leader in OK reports that OneLife will fix their CoinSafe data  
ONLY –

If they provide screen shots of the previous data as evidence.  
Read that again!

So – make your screen shots NOW!

Here is a nice 90 second video on CoinSafe -  
<https://www.youtube.com/watch?v=dKrIHlxDIjA>

Note that this person (a friend of mine) has over 445,000 ONES in CoinSafe!  
If I were him, I would be ~~very worried~~ concerned...

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**Update - Looking Good - OneLife Support is Responding To Emails and Fixing the CoinSafe Errors!**  
[3/20/19]

From An IMA in Alabama, An Email of 3/18/19 -

I have several onecoin accounts of my own and also manage several accounts for others. I put all or a portion of the coins from some accounts in the coin safe.

Almost without exception, there was an issue with coins disappearing at maturity.

I sent support tickets, which were always auto-acknowledged.

In most of those cases, the coins were eventually returned to the safe, with a new maturity date (a few weeks out), but also with the red Close box.

In most cases, I closed the safe account without waiting for the new maturity date.

The coins then, minus the interest that had already been earned prior to the original maturity date.

Then, to my pleasant surprise, a few weeks later, the “lost interest” was credited to my onecoin accounts on the dashboard, and showed in the transaction history of the respective onecoin accounts.

The missing coins and lost interest syndrome has continued as other coin safe accounts matured and were closed, and I have sent support tickets.

Replies to the tickets have said the coins and interest will be returned but no time line could be given as to when.

Due to the prior experiences, I have confidence that this will occur; I’m just waiting and logging in to those accounts periodically to see when.

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CoinSafe - My Suggestions and My Not Knowing Anything

For each account, Do:

Make the screen shots NOW!

Write down your maturity date.

Never un-click the Auto-Saving box.

On the maturity date – don't do anything.

Write down all of the CoinSafe data.

The day after – use the red Close box (to empty CoinSafe).

Make sure that all CoinSafe ONES have been then transferred to My Accounts.

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2. DealShaker Platforms and Expos.

What do merchants in an Expo do with the OneCoins

That they get from all their sales?

Can they get cash from OneLife for them? How does that work?

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We have completed API work on registration from ONE to DEALSHAKER and from DEALSHAKER to ONE on our test environment. [3/19/19]

Next week, we are closing in on the final steps of resolving the wallet API between the platforms as well.

After this has been completed, we intend to roll out the plan for all of this to move to LIVE for testing and then roll out for all members.

This will have to be done in steps.

1. Not to accept new deals or merchants on old DealShaker.
2. Move old DealShaker to new temp domain for members to view the deals only but not allow any more purchases, voucher redeeming or transactions.
3. Cancel all bought vouchers that are not redeemed and refund cash and coins in the old DealShaker platform.

4. Synchronize wallets with transaction balances in new DealShaker between OneLife/OneCoins.
5. Move new DealShaker to [www.dealshaker.com](http://www.dealshaker.com) domain.
6. Go live with new site on [www.dealshaker.com](http://www.dealshaker.com)

There will be disruptions in the service during this transition and we are still doing many updates on a daily basis.

Please ensure that you and your teams refrain from sending emails to support in relation to 'where are my coins and cash' and 'I cannot login, it says my email does not exist'.

The above two requests represent almost 95% of all support questions.

When we have completed the transition in the steps above, 99% of members will no longer experience these issues.

- Duncan Arthur

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### 3. How to Sign Up New Members.

No questions received.

Think about who you know over there...

Partnerships can easily be made...

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### 4. New Important Information from OneLife.

I would like to get the mailing address of Konstantine!

Someone please email that mailing address to me, and

I will put it onto webpage 4!

I have requested this from OneLife via email to support.

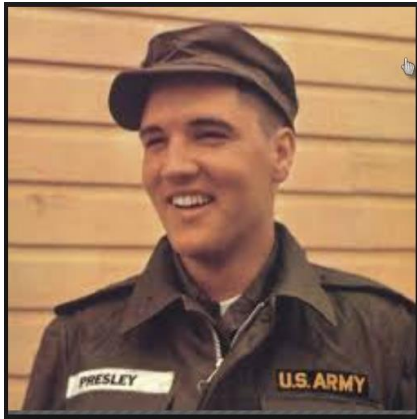
I have no new info on the US Accusation Charges. Waiting Is.

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Have a Good Life.

Patrick, OneLife IMA.

Elvis goes into the Army - March 24, 1958



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