

# Crypto-concierge service

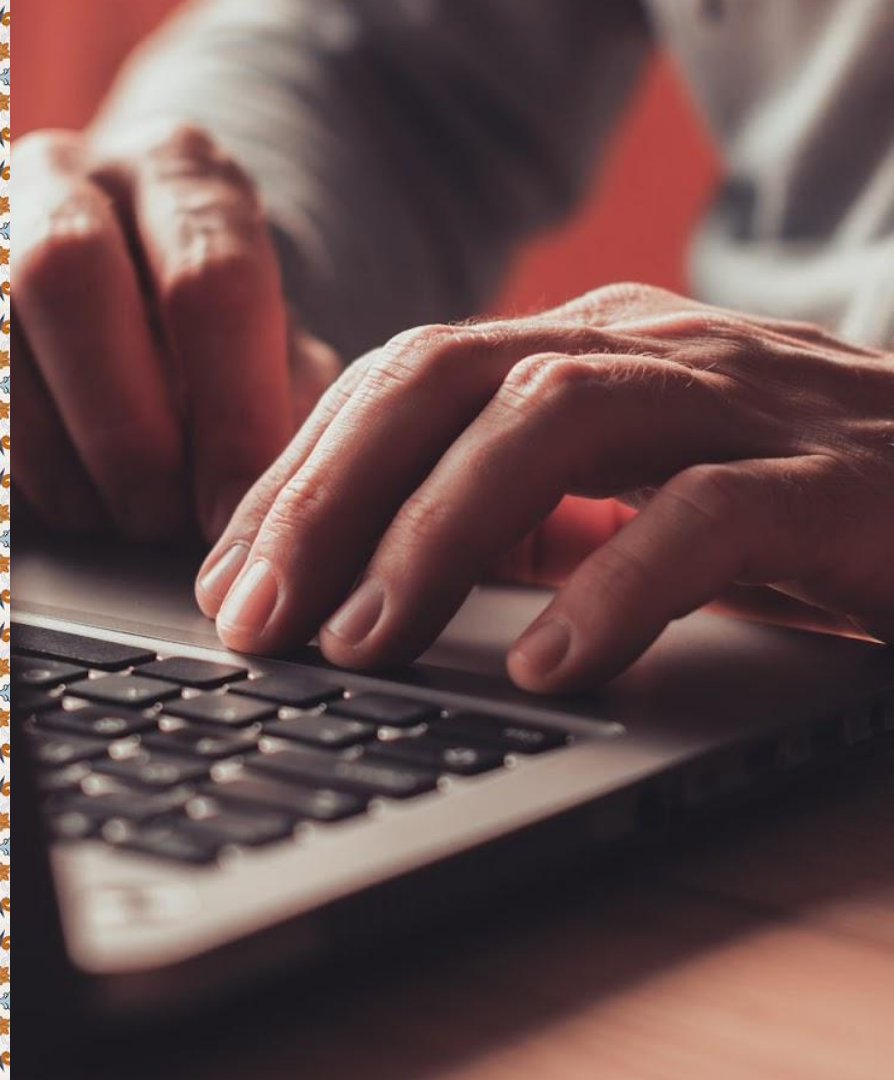
For crypto wallets and their clients

Dmitrii Antipkin, 2022



# TABLE OF CONTENTS

- Market review/current situation
- Rapid growth problems
- Our solution
- Core business processes description
- Concierge-service functionality
- Technical implementation of the project
- Advantages of our Service
- The social mission of our business
- Sources of income for the project
- Our team
- The project's roadmap





# MARKET REVIEW

Europe is the largest crypto economy in the world now

**1 TRIL \$**

of cryptocurrency  
payments made in 2020



**7.1%**

of the European  
population use crypto  
wallets

\*Source: <https://cointelegraph.com/news/>

There are all premises that the use of cryptocurrencies will continue



# RAPID GROWTH PROBLEMS

The financial infrastructure of EU countries does not keep up with the development of the crypto industry, and users of crypto wallets face the following problems:



A limited number of businesses accepting cryptocurrency



Difficulties with converting cryptocurrencies to fiat and vice versa



Difficulties buying both: cheap and expensive products, using cryptocurrencies



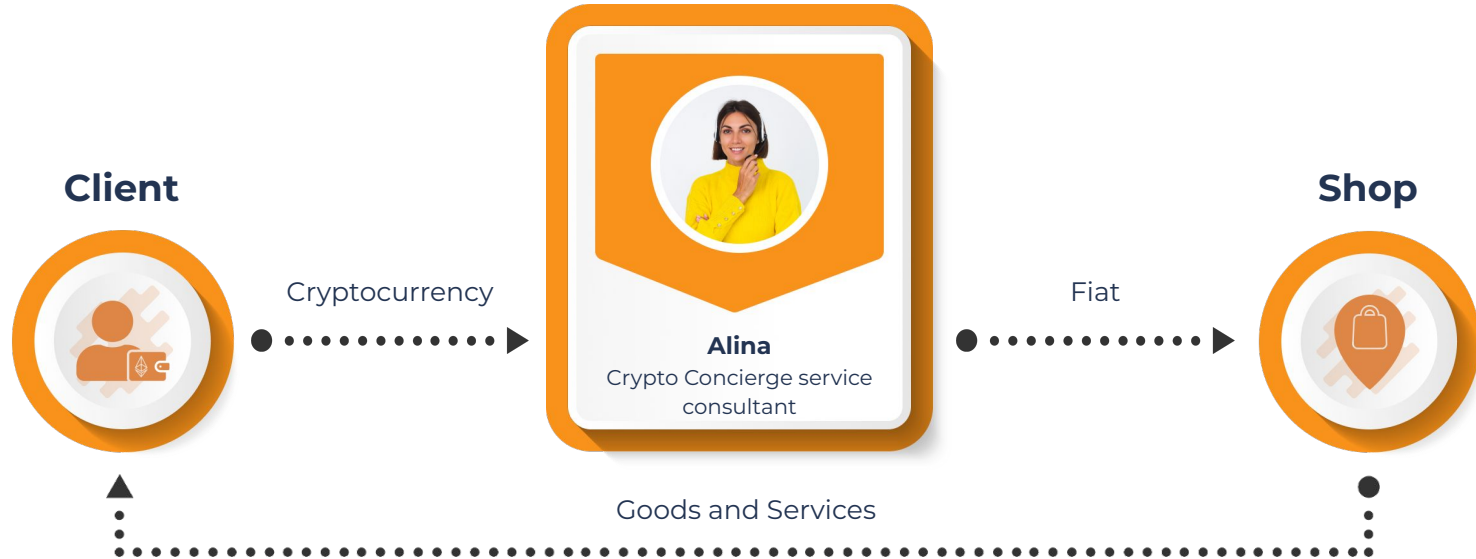
Different limits and restrictions for crypto money users

All these factors are inconvenient to the users, hinder the growth of crypto wallet companies, and slow down the development of the industry as a whole

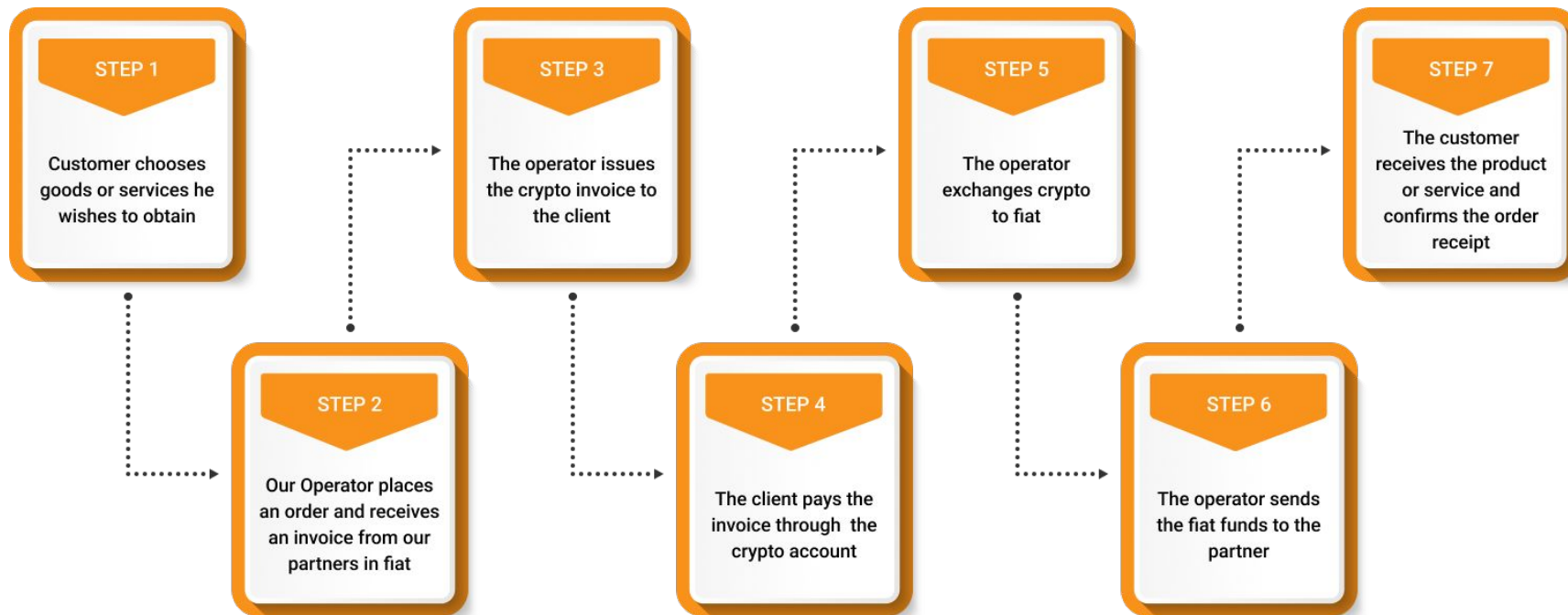
# OUR SOLUTION



We plan to create a concierge service with personal managers for our clients, which will act as an intermediary between companies that offer goods/services for fiat currency and customers who want to use cryptocurrency when buying these goods and services.



# CORE BUSINESS PROCESSES DESCRIPTION



# CONCIERGE-SERVICE FUNCTIONALITY



With our concierge service, crypto wallet users will be able to:



purchase air tickets, make reservations and  
book hotel rooms



buy luxury items



rent and buy cars



buy or invest in real estate and many  
more





## TECHNICAL IMPLEMENTATION OF THE PROJECT

The project's website will have its own Instant Messenger (IM) integrated for crypto concierge clients to have direct customer service 24/7 in Portuguese, English, and other required languages.



the online chat platform installed in our partners' crypto wallets will allow our clients to contact us at any time



our company's website provides customers with instant messenger, phone number, and email address to contact us directly



for our customers' convenience; we are also accessible through popular social media platforms such as WhatsApp or Facebook messenger.

Payments and transfers within the framework of the concierge service will be carried out based on our own software developed by our team



# ADVANTAGES OF OUR SERVICE



## **Crypto wallets**

Will benefit from the possibility to provide crypto-concierge services to their clients



## **Partners (merchants)**

Will get access to the new pool of clients that were unavailable before



## **Retail customers**

Will be able to buy goods/services through their crypto accounts quickly and conveniently



# SOCIAL MISSION OF OUR BUSINESS

Our project will benefit society in terms of:

- creating new workplaces;
- will help in increasing the EU attractiveness for crypto-tourists;
- access to European markets and the US market will increase the Portuguese tax base;
- help in increasing GDP growth in Portugal and the EU by introducing cryptocurrencies into the traditional economy more widely;
- the project will cooperate with charitable organizations and foundations.



## SOURCES OF INCOME FOR THE PROJECT

1. Crypto-concierge as a B2B product will charge a subscription fee from the crypto-exchange platforms and crypto wallet businesses that will offer our crypto-concierge service to their users;
2. Crypto-concierge service will charge commissions from partners for attracting new customers/clients;
3. The crypto-concierge service will charge fees from users when making transactions during purchases of goods/services.



# OUR TEAM



An ambitious team of like-minded people with experience in developing crypto wallets, payment services and launching international projects in the field of cryptocurrency and fintech.



**Ivan Zabrodin**

IT DIRECTOR

more than 5 years of experience in Ruby programming in the banking and fintech industries



**Dmitrii Antipkin**

CEO

over 20 years of experience in consulting and marketing areas



**Artem Kalmykov**

SENIOR DEVELOPER

over 8 years of experience in Ruby/Java programming in banking and fintech industries



# OUR TEAM /2



The project will need additional employees. We plan to hire the following employees in our Portuguese office.



Sales and Partnership Manager



Marketing Manager/Designer



Economist



Lawyer



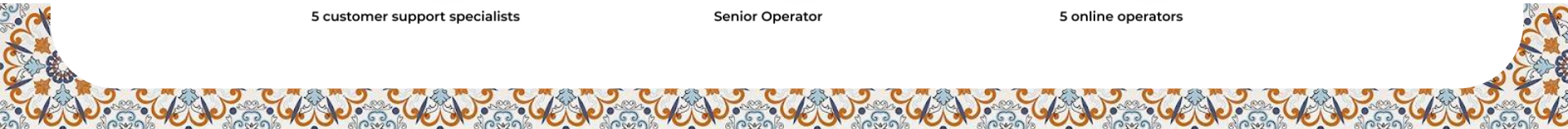
5 customer support specialists



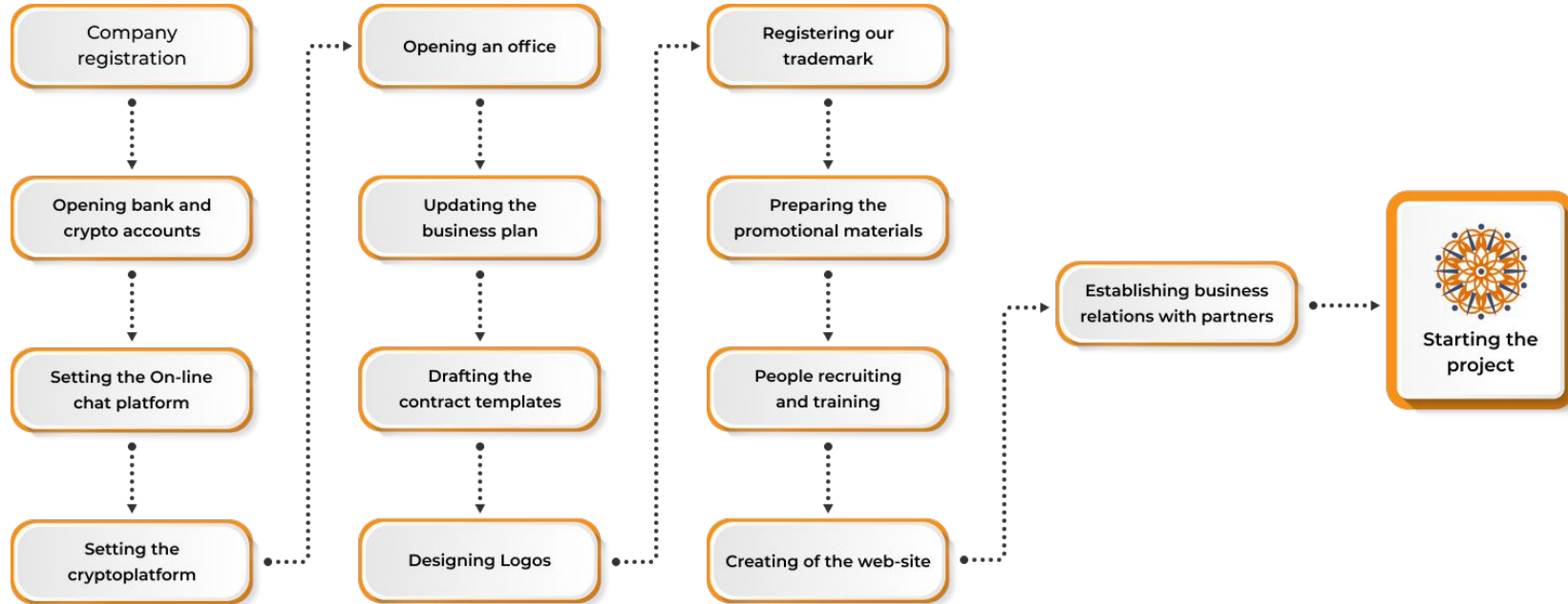
Senior Operator

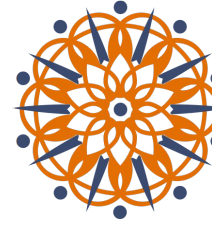


5 online operators



# THE PROJECT'S ROADMAP





**THANK YOU FOR  
YOUR ATTENTION!**