Why do I have to validate my e-mail address to withdraw money?

An Eponet account has a balance, and you can deposit and withdraw money.

When it comes to your money, we take security seriously.
For this reason, you can activate two-factor authentication on every account for your security.

Withdrawal process / email validation

> During the withdrawal process, we must validate your email address once for your security.

There are many reasons for a withdrawal. We have customers who no longer need our service and want to have their remaining credit paid out. Or administrations that collect the credit from the charging stations on a quarterly or half-yearly basis to pay the electricity bill. Or even if someone has simply paid money into the wrong account and therefore has to pay it out again. This process is also only possible with a validated email address.

> *Please understand that in such cases, where someone has accidentally paid into the wrong account in a hurry, we cannot transfer the money from one account to another. You cannot call a bank if you have paid CHF 200 into account A and ask the bank to transfer the money to account B.*

If you are a user with an account for e-mobility or machine billing and your account email address and payout email address are identical and there are no other authorised users on your account, this validation is relatively straightforward and quick.

For companies, rental properties or condominiums – and accounts where there are several authorised users – we take a closer look and require a signed form from someone who is registered with Zefix/the commercial register.

If there are two authorised signatories, we require both signatures.

The payout process is described here.

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