

FAQ:

Why isuperchat?

- Our infrastructure is set up for you to message your fans respectfully and safely without your number, email, videos or photos
- we have structured time allotments built in to alleviate the awkwardness of tracking time to us not you for seamless conversation
- we secure (via stripe) payment from fans to ensure you get paid.

How do content creators adjust rates?

content creators can adjust the rate amount in the menu -> payments tab.

How do content creators adjust times they are available?

In the add schedule tab under menu icon -(menu -> add schedule) creators can adjust times and days they are available.

Will I receive email notifications for scheduled meetings?

Yes, you will receive two notifications one 30 mins another 5 minutes before your meeting time. In addition, there's notifications in the isuperchat application in the notification bell.

How does the search function work?

Creators and Fans can search for creators by name or category.

What is the refund policy?

Full refund when the meeting is canceled given 24 hours notice. Otherwise, there will be no refunds given.

Could creators reschedule meetings?

No, only fans can reschedule meetings based on the creators open schedule. Creators or fans can cancel meetings with 24 hour notice without being charged.

What is the cancellation policy?

If a fan cancels their meeting within 24 hours, they will not receive a refund. If a creator cancels their meeting within 24 hours, full refund will be given to the Fan.

What is the isuperchat fee?

isuperchat takes 20% commission on creators fees and tips.

Could I book multiple meetings with the same content creator?

There are no double bookings for now. Please schedule a meeting then schedule another meeting with the same content creator after the first meeting is complete.

Will other categories be added later?

We are still exploring in this area, if you want to add a category send a recommendation email to support@isuperchat.com

How long does it take for Creators to receive money after cash out?

Bank Transfer (ACH) and it takes about 3-4 business days to transfer the amount to your bank.

Are messages in isuperchat saved?

Messages are deleted 24 hours after the completion of the conversation.

Any other questions please contact us support@isuperchat.com