



BRITANNIA SECURITIES

# BRITANNIA NETWORK

Support Documentation  
Client FAQ

powered by **io.finnnet**

Britannia - strictly confidential

Latest update: February 2025

## Breakdown of Frequently Asked Questions

General Questions	
Questions	Answers
<b>What is io.network?</b>	io.network enables 24/7/365 multi-currency fiat and digital asset settlements for clients of the network in a safe, secure & compliant environment by leveraging our private and permissioned blockchain in combination with our MPC based self-custody solution io.vault.
<b>How is io.network different from other blockchain based networks, such as Ethereum or Bitcoin?</b>	Unlike Ethereum or Bitcoin, which are public decentralized networks that allow anyone to participate pseudo-anonymously, io.network is a private and permissioned distributed network allowing asset issuers (principal members) complete control over who may view or interact with their issued assets.
<b>Is io.network audited?</b>	<p>io.network is built upon an open-source private and permissioned enterprise ledger technology (<a href="https://consensys.net/quorum/">https://consensys.net/quorum/</a>). The io.vault product used to interact with the network is built upon open source cryptography and has had both its traditional web and mobile app security audited by a 3rd party as well as the underlying cryptographic implementation.</p> <p>io.finnnet achieved SOC-2 Type 2 compliance in 2024. For more information or to review the full report please contact our Customer Office <a href="#">here</a>.</p>
<b>What currencies / tokens do you support?</b>	<p>Through io.network you have access to your principal members private network only.</p> <p>For access to public chains you can follow two options;</p> <ol style="list-style-type: none"> <li>1. Select settings within the network dashboard, then click the billing option. This will then give you the option to activate io.vault.</li> </ol>

	<p>2. Go to our <a href="#">website</a>, choose sign up in the top right corner and complete the onboarding form.</p> <p>For information on what assets are supported on io.vault please see <a href="#">here</a>.</p>
<b>Will you support other currencies / tokens in the future?</b>	Please see <a href="#">here</a> the latest supported assets for io.vault.
<b>Technical Questions</b>	
<b>How secure is io.network?</b>	io.network is built upon open-source distributed ledger technology that has been used to successfully facilitate the transfer of trillions of dollars in value. The ledger itself relies upon the proven, decades old, security of public<>private key cryptography and interaction with the network is facilitated via our audited multi-party computation (MPC) based io.vault product to ensure that an organization's associated private key is never compromised.
<b>I have a technical issue, what do I do?</b>	<p>If you are having technical issues using io.network please send an email to your principal member at <a href="mailto:client_service@britanniascurities.com">client_service@britanniascurities.com</a> to gain the required support.</p> <p>Please ensure you document the details of the issue / query, when in the process it took place, vault and transaction ID's (if applicable) and screenshot if available.</p>
<b>I cannot process a transaction. What should I do?</b>	<p>If you are having issues completing a transaction using io.network please send an email to your principal member at <a href="mailto:client_service@britanniascurities.com">client_service@britanniascurities.com</a> to gain the required support.</p> <p>Please ensure you document the details of the issue / query, when in the process it took place, vault and transaction ID's (if applicable) and screenshot if available.</p>
<b>Dashboard Questions</b>	

<b>I have an issue logging in, what do I do?</b>	<p>If you are having difficulties logging into the io.network product, you have two options;</p> <ol style="list-style-type: none"> <li>1. Follow the reset password process within the login page.</li> <li>2. Send an email to your principal member at <a href="mailto:client_service@britanniascurities.com">client_service@britanniascurities.com</a> to get support.</li> </ol>
<b>Who can raise a transaction request?</b>	<p>Any user with login credentials in the organization can create a transaction request for any vault within the organization, so it is important to review the information carefully each time before approving a request.</p>
<b>How do I deposit or withdraw funds into my required vault?</b>	<p>For funding of your io.network account please follow specific instructions provided by your Principal Member outlined within your user guide.</p>
<b>How long does it take to deposit or withdraw funds into my required vault?</b>	<p>Your principal member will mint deposited assets into your vault <b>at least 3</b> times per day (9am / 11am &amp; 1pm). Withdrawals are actioned once per day at <b>11:30am EST</b>. If you cannot see the requested funds after the allocated time please send an email to your principal member at <a href="mailto:client_service@britanniascurities.com">client_service@britanniascurities.com</a> to gain the required support.</p>
<b>I cannot locate a deposit from my principal member. What should I do?</b>	<p>If you cannot verify receipt of a deposit on io.network from your Principal Member please send an email to your principal member at <a href="mailto:client_service@britanniascurities.com">client_service@britanniascurities.com</a> to gain the required support.</p>
<b>I sent a transaction to an incorrect address, what do I do?</b>	<p>Please send an email to your principal member at <a href="mailto:client_service@britanniascurities.com">client_service@britanniascurities.com</a> to gain the required support.</p> <p>Please ensure you document the details when in the process it took place, vault and transaction ID's and screenshot if available.</p>

<p><b>I cannot see the deposit just made by the principal member?</b></p>	<p>When an asset is deposited to your vault from the principal member, you must have activated the asset to the aligned vault. This allows you to see this type of currency / asset within the vault once deposited. If it is not activated, you will not see the deposit or any of that asset type within your vault.</p>
<p><b>Device Questions</b></p>	
<p><b>What devices can you use for io.network?</b></p>	<p>Currently supported on the following devices and operating systems:</p> <ul style="list-style-type: none"> <li>• <b>Apple iPhone</b> 12 or later with iOS 17 or newer (The use of FaceID is <i>required</i> to provide the best level of security at the device level, in addition to keeping your device updated with the most recent iOS release)</li> <li>• <b>Android</b> version 12 or later is required. (To ensure optimal device-level security, enable secure biometric recognition and keep your device updated with the latest OS version).</li> </ul>
<p><b>Can I have more than one device logged against my user profile?</b></p>	<p>Yes, a signing party user can / may have more than one device registered against their name, therefore ensure you understand the correct device to send a transaction to.</p>
<p><b>What if I change my device?</b></p>	<p>If you change your phone your vault signing power will not be available on the new device. It will be necessary to go through a re-share process for each vault removing the old device as a signer and adding the new one to the vault signing party.</p>
<p><b>What if I lose my phone?</b></p>	<p>If you lose your phone a vault re-share will be required to set up your new device with the correct secret shares. The old device should be removed as a signer.</p> <p><b>Please note</b> - Members of the existing signing party must meet the existing vault threshold to approve a reshare request.</p>

<b>How long does it take for the transaction request to expire?</b>	Currently transaction requests will expire after 24 hours if they have not been approved and signed successfully within that time.
<b>Once I approve the transaction, how long does it take to process?</b>	Generally less than 30 seconds, this can depend on internet connection and geolocation of the signers globally.
<b>Do I need to keep my device open on the io.finnnet app during signing?</b>	No, to avoid the limitations of Live Signing, you can enable <b>Background Signing</b> , which allows the signing process to continue even if your device is locked or running other applications. This feature ensures a smoother, more convenient signing experience without needing to actively keep your device unlocked or the application in the foreground.
<b>I rejected the transaction, how did it still get approved?</b>	<p>If other members of the signing party are still able to reach the vault threshold, they may still complete the transaction.</p> <p>Rejecting a transaction request simply notifies the other members of the signing party that you have rejected the transaction and prevents your device from participating in the signing process</p>
<b>Why are 24 words required to backup a device?</b>	The 24 words are used to encrypt the secret shares (required to sign transactions) secured locally on your iOS device when you export them. If you lose your device and can no longer complete a transaction you will need to retrieve your encrypted shares backup file and use the 24 words to decrypt them in order to not lose access to your assets.
<b>What is a passphrase and is this different to a password?</b>	When registering a device you will be prompted to create a strong passphrase, along with your 24-words. The passphrase acts as an encryption key and is separate to the login password for your account. The passphrase is specific to your device, therefore if you have multiple devices registered for one user each will require a unique passphrase.

	<b>Please note:</b> the passphrase can not be recovered or changed if lost so it is important to keep it in a safe place.
<b>What if I did not save the latest recovery file?</b>	<p>It is essential to maintain an up-to-date encrypted recovery file for your device.</p> <p>If the file is not up-to-date you may not be able to recover the secret shares for recently created or updated vaults held on your device if it is lost or stolen.</p>
<b>Where should I save my recovery file too?</b>	Please ensure you backup your files to the cloud or secure storage other than the physical phone, to ensure when disaster recovery is needed it can be downloaded and recovered without direct access to your device.
<b>Operational Support Questions</b>	
<b>I have a question / query, what do I do?</b>	Please raise this query / question with your aligned principal member by sending an email to <a href="mailto:client_service@britanniasecurities.com">client_service@britanniasecurities.com</a> who will support you as best as possible.