Why are our funds on pending?

There's two reasons why transactions shows up as pending:

1. All transactions over $5000 go into compliance review and listed as "Pending". These transactions typically take 3-5 business days to clear through compliance. Once cleared, the funds will be automatically transferred from "Pending" to "Available" in your account.

2. Transfer requests will be listed as "Pending" until confirmation of the transfer is received. Confirmation is typically received in 3 business days. Once confirmation/trace number is received, "Pending" transfers will be cleared and removed from the Pending Balance.