

# LUXY FAQs

## 1. What is LUXY?

LUXY is a bespoke dating app that matches high quality singles to those who are like-minded on the lifestyle they lead and what they expect from a partner, giving them peace of mind and the best chance of finding a match to the person who is right for them. The app pairs outstanding, top-quality singles to one another and is exclusive in nature.

## 2. How do I sign up and become a member?

You can download the Luxy app for iOS, Android, or visit [onluxy.com](http://onluxy.com).

Create an account and set up your profile. Once you're finished building it out, you'll be taken to the review process called Vouch. This process takes 24 hours to see if you can make the cut. And the acceptance rate of Vouch is 15-25%.

Verified millionaires and the paid members can jump the queue and start matching right away.

## 3. What are the criteria for becoming a member?

Due to the exclusive nature of the LUXY app, we have a very stringent set of checks and balances for potential members to the app to maintain our high standards and practices when looking to match our singles. After registering, there is a 24-hour review period during which our team checks every profile. There are many soft factors that reflect the lifestyles of our members, but some include profile image, occupation and education.

## 4. When was LUXY founded?

Since launching in 2014, the LUXY dating app has witnessed more than 3.5

million downloads from the App Store and Google Play. During this time, the app has been able to buck the trend of male-saturated dating, instead placing focus on user quality rather than sheer quantity for both sexes. The team is made up of over one hundred employees and is now based out of Hong Kong.

## **5. What is Luxy's membership group?**

The LUXY dating app is targeted at the top 1% of high-quality singles who are keen to match online and find themselves in a space with like-minded people worldwide. The platform goes to great lengths over quality control of those who sign up and make sure our members match the criteria we expect.

## **6. Where are your key markets?**

LUXY has key memberships worldwide. We currently have the most members in the US, UK, Europe, and Latin America, and also see particular interest across Russia and Brazil as well. Our digitally-savvy members are mainly concentrated around major cities in these markets.

## **7. What do people use LUXY for?**

LUXY is the most exclusive platform designed for singles with higher standards. People choose LUXY for various reasons and according to the recent surveys, most of people use LUXY as a convenient way to date singles that match their standards. 15% of them are looking for being into the fold.

## **8. How do you prevent fake accounts and protect users from inappropriate content?**

We have a team whose job it is to carry out quality control of the membership on our platform and they vet those applying to become members, monitor their behaviour and ask for proof of ID and official documentation when verifying their income. We reserve the right to automatically blacklist

any user who violates our community guidelines.

Specifically, we have a state of the art AI system that verifies a user's profile picture with a real-time selfie at the application stage. This takes just 2-3 seconds. On the 5% of occasions that our system itself cannot make a decision on the verification, our human moderators will verify it instead.

Income verification, which is optional, requires the applicant to upload proof of income including tax returns, statements of assets, and official bank statements, all of which are immediately erased following successful or unsuccessful verification.

Additionally, our system automatically flags profiles when unwanted content or pictures has been shared or improper messages have been sent. If it has violated our guidelines the user will be removed permanently. In severe cases some info will be added to a blacklist which prevents the person from creating an account on LUXY again.

## **9. Who owns LUXY?**

LUXY was founded in 2014 by Tim T., an entrepreneur, and he has been the sole owner ever since.

## **10. How do you manage and protect user data?**

All of our user data is handled in compliance with GDPR regardless of the fact that this law has been established for European citizens only. We don't sell any personal data to third parties and only pass on personal data if the user has given consent or if local authorities would enforce it on a legal basis.

## **11. Is LUXY an elitist app?**

Among our users you will find well-educated, successful and wealthy individuals. We know there are hundreds of thousands of people out there

looking to find an equally well-educated, successful and wealthy partner. While it's not for everyone, just as there are a plethora of apps designed for people with specific requirements, LUXY is facilitating well-suited matches through a platform that works for people who have a particular partner in mind.

