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automated digital asset management

powered by: The Ruppert Co. logo features the word "RUPPERT" in a large, blue, serif font, with "Co." in a smaller, blue, serif font to its right. Above the "R" is a small, stylized crest or logo.

A “trust agent” in the context of cryptolegder multi-signature transactions and e-commerce payments is nominated to resolve disputes and reverse payments in case of fraud.

As outlined by the process implemented by bitrated.com, the use of multi-signature ensures that the trust agent never has full control over the transaction funds and cannot take them to herself/himself. In addition, when everything goes well, the funds can be released with no intervention by the trust agent.

Bitrated.com has an excellent summary of the process (<https://www.bitrated.com/faq>):

How does the payment system work?

The buyer and seller nominate, ahead of time, a trust agent to act as an arbiter for their transaction. The buyer then makes the payment to a 2-of-3 multi-signature address, which is locked until two of the parties agree to release it.

The payment process consists of of four steps:

1. After agreeing on a contract and a trust agent, a new trade is created by the buyer.
2. All parties are required to review & authorize their participation in the trade.
3. The buyer is requested to make the payment into the multi-signature address. The seller can verify that the payment is secured in the multi-signature and provides the goods/service to the buyer.
4. The payment is now locked for the duration of the trade, until two of the three parties - buyer, seller and trust agent - agree to release it.
5. This can go in two ways:
 - When everything goes well, the buyer & seller agree and release the payment to the control of the seller. No intervention by the trust agent is required in this case.
 - When a dispute arises, the trust agent can intervene, review the case and decide which party to side with – either refunding the payment to the buyer, or releasing it to the seller.

Are funds held in escrow?

No. Trust agents have a voting power that allows them to tip the outcome in favor of either the buyer or the seller, but does not allow them to take funds to themselves or use them in any other way without the permission of either the buyer or the seller.

This means that trust agents act as arbiters for the transactions, but do not operate an escrow account.

Contact the Ruppert Co. at juppert@theruppertco.com if you have any questions.