

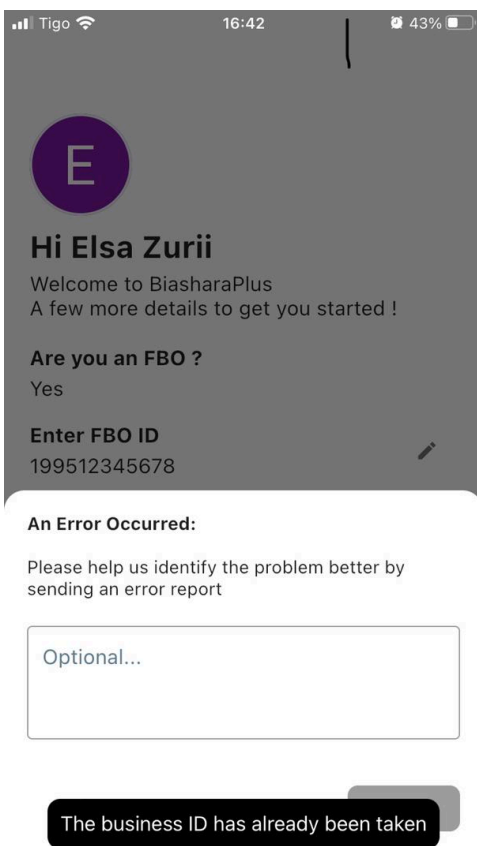


BIASHARA PLUS > RESOLVING THE "BUSINESS ID HAS ALREADY BEEN TAKEN" ISSUE

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Resolving The "Business ID Has Already Been Taken" Issue

Some FBOs, when attempting to log in to their accounts, may encounter an error message stating, **"The Business ID has already been taken."** This issue prevents FBOs from accessing their accounts and conducting their business operations smoothly.



Causes of the Issue:

The issue arises when there is a **change in your email**. It commonly occurs in two scenarios:

1. **Forgetting the password:** Some FBOs change their emails after forgetting their passwords.
2. **Mistaken email change:** Others mistakenly change their email after switching their phones.

Solution:

To resolve the issue,

1. **Double-check the email.** Make sure you enter the same email you used during the registration process.
2. **Verify accuracy:** Ensure that there are no spelling errors or typos in the email address you input.

Contact Customer Support

- If the issue persists, reach out to our customer support team for further assistance.
- Contact information for customer support: **+255679516178**
- Provide them with your Business ID and a detailed description of the issue you are facing.
- Our support team will investigate the problem and guide you through the resolution process.

By following the steps outlined above and reaching out to our customer support team, you can resolve this issue and regain access to your account. ***We are committed to providing prompt assistance and ensuring a smooth experience for all our valued customers.***

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