What is KYC? What are the benefits of completing KYC?

KYC (Know Your Customer) is the mandatory process of identifying and verifying the customer's identity when opening an account. Amazon pay balance is RBI regulated pre-paid instrument which mandates completion of FULL KYC within two years of account opening. Customer will not be able to add money into the account post two years, however there is no restriction on using the existing balance.

Once the full KYC is done, the Amazon Pay Wallet limit will be upgraded to 1 Lakh, cashload limit will be upgraded to 50000 per month and there will be no limit the customer can spend through Amazon Pay Wallet. If full KYC is not done, the money in Amazon Pay Wallet account will become inactive post 2 years of account creation. When the account is inactive, the customer will not be able to add money to it but will be able to use existing balance, if any.

How can I complete KYC for Amazon Pay Wallet?

Please follow the steps given here to complete Full KYC for Amazon Pay Wallet.

What are the required documents for KYC?

For Video KYC, PAN card verification followed by Aadhaar OTP verification on your UIDAI registered mobile number is mandatory to initiate KYC process.

Why was my KYC rejected?

Your KYC request may have been rejected because:

The PAN card presented during video call is not clear.

The KYC presented during the video call are incorrect or invalid.

Your video KYC failed due to mismatch between PAN, Aadhaar and details provided on Amazon app or to agent over video call

When will KYC verification be completed and my account be upgraded to Full KYC status?

For Video KYC, it may take between 1-3 hours to complete verification of details provided and upgrade your account.

If there is no update received even after 3 working days, please contact us from amazon.in/contact us

Can I complete KYC from a web browser?

No, currently Amazon Pay Wallet KYC is only supported via the Amazon app.

Video KYC

What do I need to do for initiating Video KYC?

Have following things ready before initiating video call:

You should be in India when initiating video KYC.

You should verify your PAN Card on the Amazon app.

You should present the original PAN Card during the video KYC

Verify your Aadhaar by entering Aadhaar number followed by OTP sent to your mobile number registered with UIDAI.

Ensure that you have a stable internet connection.

Ensure your camera and microphone are working.

Your background during video should be clear and your face should be amply lit and fully visible (Remove any mask or face covering during video call).

Ensure you provide permission for accessing your location, camera and microphone.

Ensure you are not on VPN.

My video KYC was rejected/My connection was interrupted during video call. Can I do it again?

Yes, you can re-initiate Video KYC on the Amazon app after 15 minutes.

I did not get any OTP for Aadhaar verification. How can I proceed?

Please ensure that you have access to the mobile number linked with your Aadhaar in order to get the OTP. In case you have access but are still not getting OTP, we recommend trying other KYC options like in person verification or trying video KYC again later.

Why do I need to provide location access for Video KYC?

According to RBI regulations, you need to be in India while performing Video KYC. Providing location access will help us ensure you are calling us from India. The location is for verification purpose only and will not be shared with anyone.

Can I physically handover the documents?

We have enabled an easy process for you to digitally present the KYC documents during the video call on your Amazon App itself. We do not accept physical copies of your documents.

Why am I getting an error while entering my PAN Card number?

Your PAN card must not be used in any other Amazon account for you to complete Video KYC with us.

What is CKYCR KYC Identification Number (KIN) and how can I view it?

KYC Identification Number (KIN) is a 14-digit number generated by CKYCR, post completion of the central KYC registry processes. If your Amazon Pay Wallet is Full KYC and your KIN is generated by CKYCR, you can view the same on the Amazon App by going to Amazon Pay Home Page -> Scroll down to Manage section -> Click on KYC -> Click on the link "Click here to view KIN".

KIN number will not be available if you have not completed KYC or your KIN is not yet generated by CKYCR. The KIN generation could take up to 10 days post completion of the central KYC registry process.

Note: KIN is only available on Amazon app, and not on desktop.

What is Amazon Pay Later?

Amazon Pay Later is the hassle-free way to get instant credit, via a completely digital process, for purchases using EMI on Amazon.in. You have to complete the one-time setup process, which should not take more than 2 minutes and does not require you to provide credit card details.

Once the setup is complete, you can avail Amazon Pay Later payment option during checkout on Amazon.in, and pay later next month or over EMIs ranging from 3 to 12 months. You can easily track your purchases, repayments, and limits history from a simplified dashboard for this payment mode. Amazon Pay Later is offered to you by Amazon Finance India Private Limited ("Amazon") in partnership with one of its third-party lending partners - axio or IDFC FIRST Bank.

What are the key benefits of Amazon Pay Later?

Get instant decision on your credit limit by the lender

Credit card details not required

No processing or cancellation fee

No pre-closure charges

Seamless checkout on Amazon.in using Amazon Pay Later payment option

Simplified tracking of expenses and repayments on the EMI specific dashboard

What are the eligibility criteria to avail Amazon Pay Later?

You need to have an Amazon.in account with a verified mobile number, a valid permanent account number (PAN) card, bank account with one of the selected banks, and one of the officially valid document as address proof - Driving license, Voter ID card, Aadhaar, Utility Bills (not older than 60 days), Passport. You must be 21 years of age or above Further, eligibility is decided basis information already available with Amazon and your credit bureau history. Based on these and a host of other factors, lending partner will decide the Amazon Pay Later limit for you.

What is Amazon Pay Balance?

Amazon Pay Balance is a digital payment solution using which you can make online transactions on merchants, including Amazon.in and our other partner websites and apps .

Balance consists of two different components which are Wallet and Gift Cards. Therefore, total Amazon Pay Balance= Amazon Pay Wallet + Amazon Pay Gift Cards.

Wallet stores all the Balance that you add yourself to Amazon Pay Balance, where as Gifts and Credits stores your Gift Card Balance and any cashbacks or refunds that are issued to you. You can always check the amount break down from your https://www.amazon.in/gp/payment/statement

Does Amazon Pay Wallet expire? Are there any usage charges?

There is no validity period for Amazon Pay Wallet , however Amazon may choose to impose a validity period as and when required and mandated by the regulator. You shall receive periodic reminders before this happens on your email/ mobile. Please check our Terms and Conditions for more details. Amazon Pay doesn't impose any charges on customers for use of Amazon Pay Wallet. However, merchants may impose certain charges on your use of merchant services. Please refer the merchant terms and conditions to more details.

How do I update my account details?

You can update your Account details fromAccount Settings

Is it mandatory to update an official ID number in order to add Amazon Pay Balance?

As this is an RBI mandate, you should update an official ID number to your Amazon Pay Wallet in order to add money. However, you can continue using Gift Cards component without updating this information.

Amazon Pay Wallet and Wallet with UPI

How do I create a UPI ID for Amazon Pay Wallet?

You can set up Amazon Pay Wallet UPI to make payment transactions on UPI rails by registering through the Amazon app. Please not that it is not feasible for desktop to avail this option as of now.

Sign-in to your Amazon Pay Wallet on the ("Amazon App") using your Amazon.in account credentials; (Please note that the mobile number in your Amazon App should match with the mobile number of the phone on which the Amazon App is downloaded.)

Existing Amazon Pay Wallet customers can visit the 'Add Money page on the Amazon App and activate / enable the Amazon Pay Wallet UPI Service by verifying their mobile number.

If you are not registered for Amazon Pay Wallet, you must first register for Amazon Pay Wallet with details of any valid government ID from the options available. Post this, you are required to register and verify your mobile number. For mobile number verification, choose the SIM card that has the same mobile number which is signed into Amazon account and that you want to link with Amazon Pay Wallet UPI. It may be different from the mobile number linked to the selected government ID. Once you enter the details and hit "Continue", your mobile number would be verified and, Amazon Pay Wallet UPI Services will be activated / enabled for your Amazon Pay Wallet.

I already have an existing UPI ID with Amazon. How is this different from the existing UPI ID? What is the difference between Amazon Pay Wallet UPI ID and Amazon Pay UPI ID?

Amazon Pay Wallet UPI ID (mobile#@amazonpay) is linked to your Amazon Pay Wallet, which is different from the Amazon Pay UPI ID (mobile#@apl) which is linked to your bank account. While transacting using Amazon Pay Wallet UPI ID, the money is debited from/credited into your Amazon Pay Wallet and not your bank account. To make transaction from your bank account, you can use your Amazon Pay UPI ID (mobile#@apl). You need not link your bank account in order to set-up Amazon Pay balance UPI ID. Go to Add Money page and Set-up your Amazon Pay Wallet UPI ID.

Do I have to setup a 4-digit UPI PIN for Amazon Pay Wallet UPI ID? If yes, how do I that?

You need not set/enter UPI PIN to use the money in your Amazon Pay Wallet using Amazon Pay Wallet UPI ID (mobile#@amazonpay). Experience a 1-click payment, faster transactions and with zero failures with Amazon Pay Wallet UPI. For all the transactions done with Amazon Pay Wallet UPI handle, we ensure the validations are done by us to ensure your transactions are secure.

I am a Small Account customer. Will I be able to register to Amazon Pay Wallet UPI ID?

As a Small account customer, you will be able to register for Amazon Pay Wallet UPI ID. Your handle will be mobile#@amazonpay. With this handle, you can request money into your Amazon Pay Wallet. However, your need to upgrade to Full KYC to Send Money to any person or merchant using this handle.

Why am I not able to find the option to register for Amazon Pay Wallet UPI ID?

This feature is available for all Amazon Pay Balance users via Amazon.in app. The feature is not available on desktop.

How do I load Amazon Pay Wallet? How much time would it take?

You can top up your Amazon Pay Wallet using a debit card issued in India, credit cards, through net banking and Amazon Pay UPI. Please follow the instructions given here.

You can also top up funds to Amazon Pay Wallet by paying cash at doorstep if you are eligible. Check here to know more. Please note that you will be able to perform a maximum cash load of INR 50,000 per month.

This cash load facility is permitted only for Full KYC and Small account Amazon Pay Wallet (with cash loading facility), but not permitted for Small account(without cash loading facility).

Typically, a top up gets credited instantly, however in some cases it can extend up to 15 minutes. If you are loading Amazon Pay Wallet at doorstep through cash load, then the amount will be credited to your account in a few minutes. However, in exceptional scenarios, this may go up to 6 hours.

Are there any additional charges involved for topping up or using Wallet?

There is a charge of Wallet loading fee if top up is done through credit cards. When you add money into your Wallet via credit card, an additional fee (2.36% of the Add Money amount) deducted from the credit card.

For example, when you add INR 100 into your Wallet via credit card, a Wallet Loading Fee of INR 2.36 extra will be charged. In total INR 102.36 gets charged to the credit card and INR 100 is added into the Wallet for payment. The total amount will be shown on the payment page before completing the transaction.

Is the Wallet Loading Fee charged for all Add Money transactions?

No, only for adding money into Wallet via credit cards, Wallet Loading Fee of 2.36% is charged. You can continue to add money into Wallet with other payment instruments which are UPI, debit card, net banking without any extra fees.

Why is Wallet Loading Fee charged?

We help you load money into wallet using credit card via 1-click, provide seamless payment experience, 24x7 customer support service and instant refunds in multiple use cases on all bookings across multiple devices. For these services, we charge a nominal non-refundable fee.

Do I need to pay any additional taxes on the Wallet Loading Fee?

The Wallet Loading Fee is 2% of Add Money to Wallet amount. An additional 18% GST on the Wallet Loading Fee also gets charged for every load via credit cards. Overall, 2.36% (2% + 18% GST on fees) Wallet Loading Fees including the taxes is charged. Fee breakup will be clearly shown before adding money into the Wallet.

Where can I find the invoice of Wallet Loading Fee?

You will receive an email notification once the money is added into your Wallet. Additionally, an invoice for all Add Money transactions via credit cards will be sent with the invoice details to your registered email address. Alternatively, reach out to customer support for any queries.

Is it necessary to upgrade my Amazon Pay Balance to do any transaction from the 'Wallet' portion of my Amazon Pay Balance? Why should I link UPI ID to Amazon Pay Wallet?

No, it is not mandatory to setup an Amazon Pay Wallet UPI ID to make transactions with Amazon Pay Wallet. If you don't setup an Amazon Pay Wallet UPI ID, your Amazon Pay would work same as before - you can still make online transactions on Amazon.in and our other partner websites and apps. However, if you setup Amazon Pay Wallet Balance UPI ID, as a Full KYC PPI User you can now send money from your Amazon Pay Wallet to your friend, to any bank account, to another UPI enabled Wallet, scan and pay using Amazon Pay Wallet as well as request to receive money into your Amazon Pay Wallet (depending on your account type). Go to Add Money to Setup your Wallet UPI ID

How can I close my Amazon Pay Wallet? How do I deactivate my Amazon Pay Wallet UPI ID?

If you'd like to close your Amazon Pay Wallet account, please contact our customer service team from amazon.in/contactus

Select Deregister to deregister your Amazon Pay Wallet UPI, please contact our customer service team from amazon.in/contactus .

Using Amazon Pay Balance for Payments/ Transactions

How can I send and receive money from Amazon Pay Wallet?

You need to complete 2 steps 1. Completing Full KYC/ Online verification 2. Register UPI ID for Amazon Pay Wallet. After completing these 2 steps, as a Full KYC PPI user, you can Send/Receive money to anyone from your Amazon Pay Wallet.

Note:

Gift cards component can be used for shopping online on Amazon. Gift cards component cannot be utilized for sending money to your contacts or for making payments to all offline merchants but can be used through Scan and pay to merchants on Amazon Pay QR codes only.

Full KYC can pay to any merchant or person or transfer to bank account via Amazon Pay Wallet UPI address (your phone number@amazonpay). For Terms and conditions, please check here .

Making payment to a shop or at a website, or at an app: Full KYC PPI users can pay at shops or apps accepting payments via UPI, using the Amazon Pay Wallet UPI ID (your phone number@amazonpay)

On Merchant Website:

Enter your Amazon Pay Wallet UPI ID on the merchant website page where you select a payment method

You will receive an App notification from Amazon for your payment request.

Select the notification to review the payment request; and if all the information is accurate, confirm the payment to complete your transaction.

In case you do not receive the payment request notification on your mobile or you missed it, you can also check the payment request by selecting "Approve Payment " on the Amazon Pay page on the Amazon App and complete your transaction without any additional MPIN.

At a store / shop:

Select the "Scan and Pay" icon on Amazon Pay dashboard.

You can scan any UPI QR code. Ensure the QR code fits in the scanning frame. Alternatively, you can choose to scan the QR from the images stored in your gallery. (Note: You will have to provide access to your camera and your gallery.)

Once the QR is detected by scanner, verify the name of the payee and enter the amount.

You can select to pay from "Amazon Pay Wallet

" from the available payment methods, enter the amount and continue to complete the payment without any additional MPIN.

Gift cards component can be used for shopping online on Amazon. Gift cards component cannot be utilized for sending money to your contacts or for making payments to all offline merchants but can be used through Scan and pay to merchants on Amazon Pay QR codes only.

Fund transfers: A full KYC PPI User will also be able to use their Amazon Pay Wallet UPI ID for fund transfers to another Amazon Pay Wallet (PPI) holder or to a bank account using the below 2 options:

Fund transfer via Send Money options:

Select the "Send Money" icon on Amazon Pay Dashboard.

Choose any of the following methods to send money from your Amazon Pay Wallet to a recipient: Send to a contact, Send to a UPI ID (linked to a bank account / a Wallet, Send to a bank account, Recently Transacted.

Verify the name of the payee and enter the amount.

Select 'Pay Now' to complete the transaction without any additional MPIN.

Fund transfer via Collect request:

If you have received a payment request through UPI, you can make such payments by visiting the Amazon Pay page on the Amazon App and selecting the 'Approve Payment' request notification.

After reviewing your pending payment requests, you may either choose to decline or pay for such requests.

If you choose to pay for a given request, a request summary will be displayed on your Amazon App.

Select 'Pay Now' to complete the transaction without any additional MPIN.

If you decline the request, the payment will not be completed.

Request Money: Both Full KYC and Small account customers will be able to request money using their Amazon Pay Wallet UPI ID:

Request from UPI ID: Enter the Amazon Pay Wallet UPI ID of the sender.

Request from a contact: You can select the contact of the sender from your phone contacts.

If the selected contact has Amazon Pay Wallet UPI ID or is a saved Amazon Pay Wallet UPI ID on your Amazon app, it will populate the Amazon Pay Wallet UPI ID of the sender. Else, it will prompt you to enter the UPI ID of the sender to request money

What are the transaction limits for using Amazon Pay balance Wallet UPI ID linked to my Full KYC Wallet?

Per UPI transaction limit is INR 100,000/-

Merchant payments on UPI - Scan and pay and online merchants: Monthly spend limit INR 100,000/- for Full KYC customers

Send Money limits:

A maximum of 20 bank transfers per day.

Monthly transfer limit of INR 100,000/-.

Collect request limits: 5 collect requests from Amazon Pay Wallet UPI ID to anyone per day.

You can maximum request up to INR 2000 from Amazon Pay Wallet

UPI ID per each collect request.

You can only transact up to a maximum of INR 5,000 within 24 hours from your 1st successful transaction, including the 1st transaction through the UPI handle linked to the Amazon Pay Wallet.

Below illustrative scenarios detail out this limit:

Scenario 1: In case your first Amazon Pay Wallet UPI transaction amounts to INR 5,000, you will not be able to undertake any additional UPI transaction within the next 24 hours from this transaction.

Scenario 2: In case your first Amazon Pay Wallet UPI transaction is INR 2,000 (for example), you will be able to undertake additional UPI transactions upto INR 3,000 within the next 24 hours from this transaction.

Why am I not able to add money into Amazon Pay Wallet?

Please check the following:

The name on your Wallet must not have numbers or special characters in it.

Your Wallet should have a mobile number and an Official / government ID number added to it. Check the same from your Account Settings

It could also be that your Full KYC is pending. If this is the reason, you will be prompted to complete Full KYC.

If none of the above is an issue, then you might have reached your monthly load limit. Check your updated limit from the Add Money option.

Where do I check my Amazon Pay Wallet transactions?

All Amazon Pay Wallet transactions can be tracked from the https://www.amazon.in/gp/payment/statement option

Can I set up a spend limit?

Yes, you can set up a limit on the amount that you can spend from your Money in Amazon Pay Wallet . This can be done in two ways:

Set up a limit on the amount you can spend per transaction.

Set up a limit on the number of transactions you can make per day.

If you'd like to set this up, please contact us from amazon.in/contactus

Note:

This limit cannot exceed your default monthly spend limit which is Rs.10000 if you have a Small account / you have not completed full KYC

This limit cannot be applied on the 'Gifts and Credits' component of your Amazon Pay Balance.

Terms and Conditions

Privacy Notice

Auto Reload Amazon Pay balance

Amazon Pay Grievance Policies

How will I get a refund on transactions made through Amazon Pay Balance?

Refund will be processed back to the original payment method, which in this case is Amazon Pay Balance. If a transaction was partially paid through Credit card as well, then the refund will be processed to credit card and Amazon Pay Balance, respectively. Refunds for Amazon Pay Wallet UPI transactions will be issued directly to the Amazon Pay Balance. The refund time line is 2-4 business days.

I got a cash back for my Amazon Pay Balance transaction, how much time would it take to reflect into my Amazon Pay Balance?

The cashback will get added directly to the eligible customer's Amazon Pay Balance: Gift Cards within 3 days after the shipment of the product. Amazon Pay Balance can be found at https://www.amazon.in/gp/payment/statement. To know more about cashbacks-check here .

How can I use my Amazon Pay Balance?

When you have sufficient balance for the transaction, you can continue to use Amazon Pay Balance. If you do not have sufficient balance for the transaction, we are working on improving the experience, so that you can add money to Amazon Pay Balance directly from the Payment Selection page and use it during payment. With this change, you will have an instant refund experience for all your payments done with Amazon Pay Balance. Till then, whenever you have insufficient balance, please Add money (using UPI/Credit / Debit Card) to your Amazon Pay Balance and complete the payment. You can find Amazon Pay Balance under 'More ways to pay'. With Amazon Pay Balance, you can pay bills, shop on Amazon, and use over 10,000 apps and websites (Ola, Swiggy, Uber, etc.). You can also win exciting prizes.

Why am I not able to use Amazon Pay Balance(including Gifts & Credits) along with any any other payment instrument?

Due to a temporary change on the Payment Selection Page(PSP), you cannot combine Amazon Pay Balance along with other payment instrument to make payments. We regret the inconvenience caused. We are working to improve the experience so that you can easily Add Money to your Amazon Pay Balance from the Payment Selection page and use it during payment. With this change, you will receive an instant refund for all payments made with Amazon Pay Balance. Until then, whenever you have insufficient balance, please Add money to your Amazon Pay Balance (using UPI/Credit / Debit Card) and complete the transaction.

Why am I getting an insufficient balance error when I try to pay using Amazon Pay Balance?

You are getting this error, as you do not have sufficient balance in your Amazon Pay Balance to pay for the transaction. If you do not have sufficient balance for the transaction, we are working on improving the experience, so that you can add money to Amazon Pay Balance directly from the Payment Selection page and use it during payment. With this change, you will recieve an instant refund experience for all your payments done with Amazon Pay Balance. Until then, whenever you have insufficient balance, please Add money to your Amazon Pay Balance (using UPI/Credit / Debit Card) and complete the transaction.

Why has the process of using Amazon Pay Balance changed when I do not have sufficient balance to complete the transaction?

We are working on improving the experience, so that you can add money to Amazon Pay Balance directly from the Payment Selection page and use it during payment. With this change, you will recieve an instant refund experience for all your payments done with Amazon Pay Balance. Until then, whenever you have insufficient balance, please Add money to your Amazon Pay Balance (using UPI/Credit / Debit Card) and complete the transaction. You can find your Amazon Pay Balance under 'More ways to pay'.

How can I purchase Video/Audio subscriptions on Amazon?

To make a purchase for your Audio/Video subscription, go to the bills section on Amazon Pay dashboard and tap on 'Subscriptions', select the subscription provider, enter the mobile/email ID, select the plan and follow the on-screen instructions to make the payment. Post successful payment, You can sign-in to the subscription provider platform using the mobile/email ID that was provided by you at the time of making payment for the Audio/Video subscription on Amazon.in.

Can I get a payment receipt for the subscription purchase?

The payment receipt for your purchase can be downloaded from Your Orders page on Amazon.in.

How much time will it take for activating the subscription?

Activation of the subscription account is the responsibility of the subscription provider. Typically, the subscription service is activated instantly once the payment for the subscription service is processed. In rare cases, the subscription provider may take upto 2 business days to process and accept the payment after successful completion of the transaction on Amazon. In the event your subscription service has not been activated, please reach out to the subscription provider using the contact details provided on the subscription provider's platform.

Can I cancel a subscription purchased on Amazon for a refund?

No, the payment for the subscription purchased on Amazon cannot be canceled on Amazon and therefore no refund can be issued. Please reach out to the subscription provider using the contact details provided on the subscription provider's platform for further details.

Why did my subscription payment fail?

The subscription payment fails if incorrect details are provided at the time of payment or due to technical failure.

In case the amount has been deducted, a refund will automatically be processed to the payment instrument used to make the payment for the subscription. If the payment is made using Amazon Pay balance, the refund will be made instantly. The refunds for payments made using other payment methods may take up to 2-4 business days, depending upon your bank's policy.

Why am I getting an error after selecting the subscription plan?

This may happen when you have an existing active subscription pack on the email id/number you are trying to pay for. Please check for current packs activated on your account.

My payment was successful, but the subscription purchase failed?

This may happen when the subscription provider rejects the payment or in case of any technical failure.

In case of such failure, a refund will automatically be processed to the payment instrument used to pay. If the payment is made using Amazon Pay balance, the refund will be made instantly. The refunds for payments made using other payment methods may take up to 2-4 business days, depending upon your bank's policy.

I have made the payment for an incorrect phone number, can I get it corrected?

Unfortunately, subscription providers do not allow us to modify a successful purchase. Please contact the subscription provider using the contact details provided on the subscription provider's platform with the Biller Reference Number (BRN) given in the order details to check if the error can be corrected at their end.

I have purchased the same pack more than once on the same number, can I get this corrected?

Unfortunately, subscription providers do not allow us to modify a successful purchase. Please contact the subscription provider using the contact details provided on the subscription provider's platform with the biller reference number(BRN) given in the order details to check if the error can be corrected at their end.

Can I purchase a subscription for any amount or any pack?

No, you need to select the amount/pack that is shown on the screen. You will not have the option to enter an amount.

What are the offers running currently?

All offers are listed on the Bill Payment & Recharge page.

How much time will it take for a payment to be accepted by the biller?

Some billers take a maximum of 3 business days to accept the payment after the transaction is completed on Amazon.in

You may pay your bills at least 3 business days before the payment due date to avoid inconvenience

Can a bill payment be cancelled for a refund?

No, bill payments once made cannot be cancelled for a refund.

How do I make a bill payment?

You can make bill payments using your Amazon Pay balance, Net banking, Credit/Debit card and UPI. On the Amazon Pay page, select the specific utility for which you want to pay and follow on-screen instructions.

The receipt for your bill payment transaction can be downloaded from Your Orders

Note: The following are related to electricity, piped gas, water, municipal tax, landline, broadband, cable TV and mobile postpaid payment.

Transaction Amount: For order amounts beyond ₹15,000 and up to ₹50,000, only Amazon Pay UPI is supported.

Number of Orders: From your 6th or higher transaction in a calendar month on the respective bill payment category, only Amazon Pay UPI is supported.

Why am I unable to pay bills?

Some of the common reasons for failed bill payments include:

Incorrect authenticator details like account no, customer ID and so on.

Late payment fee not added to the outstanding bill amount.

Technical issues at the biller's end

The payment is successful, however my biller states that the bill is outstanding.

Some billers take up to 3 business days from the date of transaction on Amazon.in to confirm payment receipt.

If the payment has still not been accepted after 3 business days, the transaction will be cancelled and a refund will be processed to your account.

Refunds to Amazon Pay balance will be instant, while refunds for payments made using other payment methods may take up to 2-4 business days, depending upon your bank's policy.

Why do I get a BBPS logo on my bill payment page?

Since the biller is part of the Bharat Bill Pay System (BBPS) system, a BBPS logo appears on the screen

BBPS is a National Payment Corporation of India (NPCI) initiative. It enables interoperable bill payment services to customers and provides instant payment confirmation

NPCI, as the central unit, also undertakes clearing and settlement activities related to transactions routed through BBPS

Can I raise a complaint about the biller?

Please enter your BBPS reference number, select the issue code, describe the issue and submit a complaint at this link. Complaints are resolved by NPCI appointed operating units and the SLA ranges from 4-7 working days.

BBPS number can be found on order details page on Your Orders. You can raise only one complaint for one BBPS reference number.

If you are raising a complaint for a transaction done outside Amazon, you will be able to raise a complaint for a BBPS reference number only if the mobile number associated with the transaction matches the mobile number registered with Amazon.

Please note that Amazon does not look into these complaints and will not be sending any notification when the complaint gets resolved.

Is there any purchase limit for the bill payment?

Yes. Only bill payments of up to the value of ₹ 50,000 are permitted on Amazon. If multiple bill payment orders are placed through the same Amazon account or multiple Amazon accounts amounting to unfair usage of the bill payment system, we reserve the right at our sole discretion to cancel any bill payment order without prior notice.

How do I pay my credit card bills on Amazon?

You can pay your credit card bills on the website www.amazon.in and the corresponding mobile site and mobile application ("Website"). Visit the the Amazon Pay page on the Website (https://www.amazon.in/gp/sva/dashboard), click on 'Credit Card Bill' option. Alternatively, you can click on 'Bills' option available on the home page of the Website and thereafter click on 'Credit Card Bill' option.

To help you pay the credit card bills faster, all credit cards that you have saved for shopping on the Website are presented to you in a list on the 'credit card bill payment' page on the Website. Please select the credit card, enter bill amount and complete the payment with a payment method of your choice.

You can also add a new credit card to the list and pay the credit card bill.

Why don't I see all saved credit cards in my credit card bill payment list?

We use information from banks and payment processing networks to identify credit cards. In some remote cases we cannot identify credit cards due to insufficient information. However, you can still add such credit cards and pay the credit card bill.

Where can I find my credit card bill amount?

Banks communicate the total bill amount, minimum bill amount and due date over email, SMS and also through physical statement for some users. Please refer the same for details.

Which credit cards are supported?

You can pay bills for all major card issuers in India. List of issuers supported below:

American Express

Andhra Bank

Axis Bank

Bank of Baroda

Bank of India

Canara Bank

Citibank

HDFC Bank

HSBC Bank

ICICI Bank

IDBI Bank

IndusInd Bank

Kotak Mahindra Bank

RBL Bank

State Bank of India

Standard Chartered Bank

Syndicate Bank

Yes Bank

Which payment methods are supported?

You can pay credit card bill using UPI and net-banking.

What is the minimum and maximum amount I can pay?

Credit card bill payment transaction can be made for a minimum amount of INR 100 and a maximum amount of INR 2,00,000 through UPI. If the payment method is net banking, the maximum limit for payment varies depending on your bank.

There would be additional limits applicable on the payment method (UPI, net-banking) that you would use to pay the credit card bill. Eg. If the payment method is UPI, the per transaction and cumulative daily limit could vary from Rs. 10,000 to Rs.2,00,000 depending on your bank. Please check with your bank for exact details.

How long does it take to credit the amount in my card?

It typically takes 2 business days for the credit card bill payment to get credited in your credit card. We therefore advise you to make your credit card bill payment at least 4 business days before the last date for payment.

How do I know the credit card bill payment was successful?

You'll get an SMS & email after the credit card bill payment is successful. You can also check the status of credit card bill payment on 'Your Order' page.

Why is my credit card bill payment not reflecting in my credit card account, even though it is shown as successful on Amazon?

In rare situations, the credit card bill payment (although successful) doesn't reflect in the unbilled credit card statement on time. We request you to reach out to your credit card issuing bank after waiting for at least 2 business days. Please use the 'bank reference number' when you are interacting with your bank. You can find the 'bank reference number' against the credit card bill payment on 'Your Order' page.

Will I be charged late payment fees if I make credit card bill payment on the last date for payment?

This depends on credit card issuing bank. If you are paying credit card bill on the last date, some banks may reflect the payment on the same day while some may not and late fees may be charged by the bank. Hence, as a good practice the credit card bills must be paid at least 4 business days before the last date for payment. If you have made the payment before the last date of payment and you are charged late payment fees, please contact your credit card issuing bank and request them to relook at this fee.

Can I pay bill for a credit card that does not belong to me e.g. my wife's card or my friend's card?

Yes, you can pay the credit card bill by adding their credit card numbers to the credit card bill payment list.

Can I make partial or excess payment for my credit card?

Yes, you can make partial as well as excess payment for your credit card bill. Although not paying the due-amount in full before the last date of payment may attract late fees and rolling credit charges.

Why did my credit card bill payment fail?

Some of the common reasons for the failure of credit card bill payment are:

Incorrect details like credit card number, customer name or details of credit card issuing bank

Technical issues at the credit card issuing bank's end.

In case of such failure, a refund will automatically be processed to your account. Refund may take up to 2-4 business days, depending on your bank's policy.

Can I cancel my credit card bill payment once paid?

No, it's not possible to cancel the transaction once the bill payments is successful. In case, incorrect card details have been entered and the transaction fails, the amount will be refunded to the original mode of payment. Please double check the card details before making the payment. In case, excess amount has been paid, the bank would adjust the credit for the next cycle. For refunds of excess payment, you will have reach out to your credit card issuing bank.

Customer liability for unauthorized transaction for Amazon Pay Wallet

Customer Scenario	Customer action required	Maximum Customer liability
Unauthorized transaction on Amazon Pay Wallet account due to Contributory fraud/ negligence/ deficiency on the part of the APIPL (irrespective of whether or not the transaction is reported by the customer)	None	Zero liability
Unauthorized transaction on Amazon Pay Wallet account due to Third party breach where the deficiency lies neither with APIPL nor with the customer but lies elsewhere in the system	Report issue to APIPL - within 3 working days**	Zero liability
	Report issue to APIPL - within 4 to 7 days**	Per transaction liability of the customer shall be limited to the transaction value or Rs. 10,000 whichever is lower.
	Report issue to APIPL - beyond 7 days**	Per transaction liability of the customer shall be limited to the lower of: (i) transaction value or Rs. 10,000 for Small PPI Wallet (With cash load and Without cash load); (ii) transaction value or Rs. 50,000 for Full KYC Wallet.
Unauthorised transaction on Amazon Pay Wallet account due to negligence by a customer, such as where he has shared the payment credentials and so on.	Report as soon as possible	Customer will bear the entire loss until he reports the unauthorized transaction to APIPL. Any loss occurring after the reporting of the unauthorized transaction shall be borne by APIPL.

Payments can fail for the following reasons:

You enter incorrect credit or debit card details, e.g. name on the card, card number, CVV, 3D secure PIN and expiry date. In case of an American Express card, your transaction can fail if your billing address PIN code is incorrect.

You provide card details that are no longer valid or need to be updated.

Your bank is going through an outage.

You close or refresh the page or go back to the previous page while the transaction is being processed by your bank.

The connection between Amazon and your bank fails due to some technical issues and the transaction cannot be completed.

Your card may be blocked for online transactions.

You use a card that's not currently accepted on Amazon.in. For more information see Accepted Payment Methods.

Your card is not saved: As per the new RBI guidelines after 30th September, 2022, Amazon will no longer save your credit or debit card details unless you have given explicit consent to do so. Some of your previously saved cards may be deleted from Amazon. Simple steps to fix this are mentioned below:

Add your card details.

Select 'Save card as per new RBI guidelines' checkbox.

Make one successful payment using this card,

By doing this, your card will be saved with Amazon as per new RBI protocols for all future payments.

Note:

If you did not give explicit consent to save your cards as per new RBI guidelines, Amazon will no longer store such cards.

Per the RBI guidelines, you need to provide consent to save each card separately.

The card needs to be saved across every Amazon account by each customer individually.

From September 30, 2022 onwards, one card can be saved as per new guidelines in a maximum of 10 Amazon accounts. If any existing card is saved in more than 10 account onwards will be deleted even if the customer has given consent to save the card.

You may also receive a payment pending message for the following reasons:

Payment confirmation pending:If you paid for your order using net banking, we may be awaiting the payment confirmation from your bank. This can take a few days. For an immediate status, contact your bank.

Problem in contacting your bank or credit card:We may be unable to contact your bank or card issuer which can cause delay. If so, you'll receive an email from us.

Incomplete payment:If your initial payment attempt was unsuccessful, your payment might stay in pending stage. In such cases, try to revise the payment when you receive an email from us, so that we can process your order immediately. Once the mentioned timeline has passed, the order will be auto cancelled.

Note:

If your payment is still processing, you'll see "We haven't received payment confirmation from your bank or credit card yet". In such cases, don't attempt paying a second time unless you're sure that your payment failed. If you accidentally pay twice, we'll refund your extra payment within a few days.

Per the latest RBI update, customers who have never used their credit or debit cards for an online transaction (on Amazon or any other online merchant) previously or whose cards were issued on or after March 16, 2020, are required to contact their respective banks and get their credit or debit card activated for online transactions.

How do I set up Amazon Pay UPI?

You can set up Amazon Pay UPI to make UPI transactions by registering for UPI through the Amazon.in app. UPI services on Amazon.in app are provided in association with Axis Bank Limited.

From your Amazon.in app, go to Amazon Pay dashboard and tap Amazon Pay UPI.

Choose the SIM card / mobile number associated with your bank account if you have multiple SIMs in your phone and tap Verify your mobile number.

Post verification of your mobile number, choose your bank from the list and follow the on-screen instructions.

Note:

Ensure that the SIM you are selecting to send an SMS is active, has balance and is not associated with an international number.

The SIM that you are using to send an SMS should have the same mobile number using which you are signed into Amazon account and the same mobile number should be registered with the bank that you want to link with APay UPI.

If the mobile number in the amazon account is different from the one registered in your bank, you can update the mobile number in the Amazon App by following below steps.

Go to Your Account section on Amazon App or Desktop website.

In Your Account, go to login and security.

Tap on the edit option against your current mobile number to update the mobile number.

If everything mentioned in above point 1 & 2 is correct, we request you to update your Amazon App by visiting play store and re-attempt to link your bank account with Amazon Pay UPI.

Note: Currently, you can setup Amazon Pay UPI ONLY through the latest version of Amazon.in app on an Android or iOS (except iphone 6 and 6s) mobile device.

a.Mobile Device - An Android mobile device from version 8 or iOS (except iphone 6 and 6s)

Check the version in Phone Settings -> About Phone

b.Amazon App - The latest App version should be 26.3.0.300 or above 26.3.0.300.

Check the version on the Amazon App Menu -> Settings -> Legal & About

You cannot have multiple UPI IDs linked to the same bank account.

In rare scenarios, your bank account might be facing some issues at their end which will restrict you from linking your bank account with Amazon pay UPI. In such a case, we recommend you to visit Amazon App and re-attempt to link your bank account after 30 mins.

You might need to allow Amazon to send an SMS and read it to verify your mobile number.

You can also set up Amazon Pay UPI from the following links:

Manage Bank Accounts

Send Money

Request Money

How can I pay with Amazon Pay UPI ID?

Pay with Amazon Pay UPI ID on Amazon.in app:

Proceed to checkout the items in your shopping cart on Amazon.in app.

On the Select a payment method page, select your linked bank account with your Amazon Pay UPI ID.

Post confirming your order, enter your UPI PIN to complete the payment.

Once the payment is complete, you can see an order placement confirmation on your Amazon.in app.

Pay with Amazon Pay UPI ID on third party apps/websites:

Enter and validate your Amazon Pay UPI ID on the third party app/website.

Once it is validated, open the Payment Request notification that you'll receive from your Amazon.in app. You can also go to Amazon Pay dashboard on your Amazon.in app and tap You have pending actions to view the request.

Review the request, tap Pay Now and enter your UPI PIN to complete the payment.

Once the payment is complete, you can see the Transaction Successful message on your Amazon.in app.

Note:

Currently, you can pay with Amazon Pay UPI ID only on Amazon.in app and other third party apps/websites that support UPI. You cannot pay with it on Amazon mobile browser and Amazon desktop browser.

The transaction limit is up to INR 1,00,000, which may vary from bank to bank.

How can I pay with a UPI ID created through other UPI apps?

You can pay with a UPI ID created through other UPI apps on Amazon.in app/browser.

Proceed to checkout the items in your shopping cart on Amazon.in app/browser.

On the Select a payment method screen, select BHIM UPI as the payment method, enter your UPI ID and tap Verify.

If the ID you've entered is valid, you will be prompted to go to your UPI ID linked mobile app to complete the payment.

Once the payment is complete, you can see an order placement confirmation on your Amazon app/browser.

Note: The payment needs to be completed within 10 minutes to successfully place the order.

Where will I get my refund if I return an Amazon order paid with UPI?

Refunds for UPI transactions will be issued directly to the UPI linked bank account. The refund timeline is 2-4 business days. Refunds are subject to Amazon's refund policies available at Amazon.in Refund Policy.

How do I send money using Amazon Pay UPI?

Go to Send Money the Amazon Pay UPI homepage and choose either of the following methods to send money to a recipient:

Send to UPI ID: Enter the UPI ID of the recipient.

Send to a contact: Select the contact of the recipient from your phone contacts. (displayed under Your Contacts).

If the selected contact has Amazon Pay UPI ID or is a saved UPI ID on your Amazon.in app, it will populate the UPI ID of the recipient. Else, it will prompt you to enter the UPI ID of the recipient to send money. Note: If you wish to send money using the Send to a contact option, you need to allow Amazon to access your phone contacts to select a contact and send money through Amazon Pay UPI. Please select Allow access after checking the box.

Send to bank account: Choose the recipient's bank account and enter account number, IFSC code and name of the account holder.

Recently Transacted: The recent contacts/UPI IDs to whom you have sent money will be displayed here in the form of saved UPI IDs. You can choose any of these saved UPI IDs to send money.

Follow the on-screen instructions to send money to the recipient. You can also write a comment for the transaction by tapping What is this for?

Note: You can Send Money only through the latest version of Amazon.in app.

How do I request money using Amazon Pay UPI?

Go to Request Money on Amazon.in app and choose either of the following methods to request money from a sender:

Request from UPI ID: Enter the UPI ID of the sender.

Request from a contact: You can select the contact of the sender from your phone contacts.

If the selected contact has Amazon Pay UPI ID or is a saved UPI ID on your Amazon.in app, it will populate the UPI ID of the sender. Else, it will prompt you to enter the UPI ID of the sender to request money.

Follow the on-screen instructions to request money from the sender. You can also write a comment for the transaction by tapping What is this for? Once the request is successfully sent to the sender, you can see a request ID on the screen.

Note:

You can Request Money only through the latest version of Amazon.in app.

If you wish to request money using the Request from a contact option, you need to allow Amazon to access your phone contacts to select a contact and request for money through Amazon Pay UPI.

Where do I check my Amazon Pay UPI ID transactions?

All Amazon Pay UPI ID transactions can be tracked from the Amazon Pay UPI section on the View Statement page.

Linking Rupay Credit Card to Amazon Pay UPI

How do I link my RuPay Credit Card to Amazon Pay UPI?

If you are an existing customer registered with Amazon Pay UPI - You need to visit Amazon Pay UPI dashboard (Amazon.in mobile application home screen→ Amazon Pay → Amazon Pay UPI), where you will see a banner to "Add Card now", please click on the same and proceed further with on-screen instructions.
 If you are a new customer not registered with Amazon Pay UPI – You can visit the Amazon Pay UPI dashboard (Amazon.in mobile application home screen → Amazon Pay → Amazon Pay UPI) to land onto the bank selection page, where you can toggle to RuPay Credit Card tab and proceed to select your RuPay Credit Card Issuer Bank.

I am not able to link my RuPay Credit Card to Amazon Pay UPI?

This can be due to the following reasons:

a.You have not granted the requisite permissions to link your RuPay Credit Card on Amazon Pay UPI. This is required in order to authenticate your identity. These are phone and SMS permissions requested during the linking of your RuPay Credit Card on Amazon Pay UPI, which helps in verifying that your UPI account is being used from your mobile device only. Please re-start the linking process and allow the permissions asked.

b. Your mobile number registered with Amazon.in account is different from the mobile number linked to RuPay Credit Card account with the bank that has issued you the RuPay Credit Card that you are trying to link with Amazon Pay UPI.

Where can I use my RuPay Credit Card on Amazon Pay UPI?

 You can shop on Amazon.in, pay for your bills, for recharges, buy movie tickets, flight tickets etc. on Amazon.in.

We are working on enabling RuPay Credit Card on Amazon Pay UPI for 'Scan and Pay' or on other online merchants. We will notify you when it is launched.

Can I send money to my peers using RuPay Credit Card on Amazon Pay UPI?

No, you cannot send or receive money from peers using RuPay Credit Card on Amazon Pay UPI. Additionally, RuPay Credit Card on Amazon Pay UPI cannot be used for cash withdrawals, payments for IPOs, adding money to wallet, purchase of gift cards etc.

Money was deducted but the merchant did not receive money. What can I do?

You can find all the transaction details in your transactions history page. If your account has been debited and merchant has not received funds, your funds will be credited back to your RuPay Credit Card account within 3-5 working days. You can also raise a complaint on the transaction history page in case your transaction has not been successfully completed as stated above.

What are the transaction limits for RuPay Credit Card on Amazon Pay UPI?

At the time when you link your RuPay Credit Card to Amazon Pay UPI, transaction limit for your first transaction within 24 hours of linking is INR 5000. The existing UPI limits per day will also apply to RuPay Credit Card on Amazon Pay UPI as well.

More Questions

What is UPI?

Unified Payment Interface (UPI) is a payment platform developed by the National Payments Corporation of India (NPCI), an RBI regulated entity. It allows you to make instant online payments between bank and accounts of any two parties by using a valid UPI ID, a virtual payment address linked to your bank account.

What is a UPI ID and a UPI PIN?

A UPI PIN is a four- or six-digit pass code you create/set while registering for UPI and can be used for authenticating your UPI transactions. Once you have registered for UPI, you will get a UPI ID, a virtual payment address linked to your bank account. You will require your UPI ID and UPI PIN to make any UPI transactions.

Note: Your bank will validate the UPI PIN you enter for authenticating your UPI transactions.

I forgot my UPI PIN or want to change my UPI PIN?

On Amazon Pay dashboard, go to UPI ID tile > under "Your linked bank accounts" - click on the (⋮) option next to your bank account > Forgot UPI pin / Change UPI Pin

What is the new feature of UPI number? What do I need to do?

With launch of the new feature, you can now use your phone number (or any other 8-11 digit number) to receive money from any UPI app. Now friends/contacts using any UPI App can send you money just by entering your phone number (or any other 8-11 digit number that you identify). You can go to the Amazon Pay page and set up Amazon Pay UPI if you haven't already; Amazon Pay will by default enable this capability for you. If you have already signed up for UPI, then you can click on the "UPI Number" widget on the page (use mobile number/8-11 digit number to receive money) to enable in one click . Once you are done, then your friends or contacts can easily send money to you

from any UPI app. As your friends and contacts enable this feature, you'll also be able to send money to anyone no matter which app they are using.

Can I link any mobile number to receive money?

No. You can only link your own mobile number that you have been linked to your bank account and is registered for UPI.

Is it mandatory to use only mobile number to set up UPI number?

No. You can set your mobile number and/or any other unique 8-11 digit number as your UPI number. We however advice you to set your mobile number as UPI number to make it easy for others to pay you. They only need to know your mobile number and will not have to remember your unique 8-11 digit number.

When my friends or contacts pay me on my phone number, where will I receive money now?

You will receive money in the bank account linked to Amazon Pay UPI. All the payments can be tracked on the Amazon Pay transactions page. If you want, you can also set the Amazon Pay wallet to receive all your payments and you can use this wallet balance to make future payments via one click.

Why should I link my mobile number to Amazon Pay UPI?

Once you link your number, receiving and sending money from Amazon Pay UPI becomes much easier. You just need to remember your phone number. Additionally, you can now track all your everyday payments in one place and win exciting rewards every time you pay or receive payments on Amazon Pay UPI.

Can I link my mobile number with multiple UPI apps to receive money?

No. You can only choose one app to receive money using your phone number. However, you can switch to another app if you want by verifying your UPI ID.

Any time my friends or contacts send money to me using any App, I always receive it on Amazon Pay UPI. Why? How do I stop this?

This could be because you have set up your mobile number to receive money from any UPI app to Amazon Pay UPI. Go to UPI Settings page -> click on manage UPI numbers and check if your mobile number is enabled for receiving money from any UPI app. In case you want to disable this feature, you can click on pause or delete.

I sent money to someone using Amazon? It is not reflecting in their Amazon transaction history. Why is this happening?

Check the status of your transactions. If your transaction is successful, but your contact has not received the money, it could be because your contact has set up their mobile number as UPI number with a different UPI App. Hence, they will always receive money on that app. You can check the UPI ID that you have sent money to from the transaction history.

Why aren't my bank account details being found while setting up Amazon Pay UPI?

The mobile number linked to your bank account may not be the same mobile number that is in use in the phone you use to set up Amazon Pay UPI. If it is not the same, the UPI platform will not be able to fetch your bank account details.

I already have a UPI ID created using another app linked to my bank account. Can I still set up Amazon Pay UPI ID with the same bank account?

Yes, you can set up Amazon Pay UPI ID and link it to the same bank account. You can have multiple UPI IDs linked to the same bank account.

My Amazon Pay UPI payment failed on my Amazon order, how do I proceed?

You will receive an option to retry your payment on your order with a different payment method. If you'd like to use Amazon Pay UPI again, place a new order.

I've changed my mobile number in my phone. Do I need to set up Amazon Pay UPI again?

The mobile number in use in your phone should be same as the mobile number given during setting up Amazon Pay UPI. If the mobile number has changed, set up Amazon Pay UPI again through the Amazon.in app. You will get a new Amazon Pay UPI ID and the old UPI ID will become invalid.

How do I change my primary bank account linked to my Amazon Pay UPI ID?

To change your Primary bank account - On Amazon Pay dashboard, go to UPI ID tile> under "Your linked bank accounts" - click on the (:) option next to your bank account > click on Set as Primary account.

How can I add another bank account linked to the UPI ID created through the Amazon.in app?

From your Amazon.in app, go to Amazon Pay dashboard and select Amazon Pay UPI widget. Scroll down and select option "Add another bank account" and follow the on-screen instructions to add another bank account to your UPI ID created through the Amazon.in app.

Can Amazon Pay balance be used along with Amazon Pay UPI ID?

Yes, you can use Amazon Pay balance along with Amazon Pay UPI ID.

The UPI ID I entered or the saved UPI ID on my Amazon.in app is no longer valid. How do I send/request money?

If the UPI ID you entered or selected is no longer valid, it will prompt you to manually enter a new UPI ID of the recipient/sender to send/request money.

How do I share transaction details with the recipient after sending money?

You can share transaction details by tapping Share Transaction on the Thank You page post successfully sending money to the recipient.

How do I de-register my Amazon Pay UPI ID?

You can de-register your Amazon Pay UPI by following the steps below:

Go to Amazon Pay Dashboard -> Amazon Pay UPI tile -> More options -> Deregister Amazon Pay UPI -> Click "De-register".

Note: This will delete all your Amazon Pay UPI IDs and unlink your bank accounts linked to Amazon Pay UPI. You can setup Amazon Pay UPI again using the same bank account.

Question: How do I check the status of my Amazon Pay payment? Answer: To check the status of your Amazon Pay payment, log in to your Amazon account, go to the Amazon Pay section, and navigate to the "Activity" tab. Here, you will find the status of all your transactions.

Question: What should I do if my Amazon Pay payment fails? Answer: If your Amazon Pay payment fails, ensure that you have sufficient funds in your account or that your credit card details are correct. If the issue persists, contact your bank or Amazon Pay customer service for further assistance.

Question: How do I get a refund for an Amazon Pay transaction? Answer: To get a refund for an Amazon Pay transaction, you need to contact the merchant directly. They will process your refund according to their refund policy. Once the refund is processed, it will be reflected in your Amazon Pay account.

Question: Why was my Amazon Pay transaction declined? Answer: Your Amazon Pay transaction could be declined for several reasons such as insufficient funds, incorrect payment details, or a security issue with your bank. Check your payment details and try again. If the problem continues, contact your bank or Amazon Pay customer service.

Question: How do I add a new payment method to Amazon Pay? Answer: To add a new payment method to Amazon Pay, log in to your Amazon account, go to the Amazon Pay section, and select "Add Payment Method." Enter your new payment details and save them for future transactions.

Question: Can I use Amazon Pay to make international transactions? Answer: Yes, you can use Amazon Pay to make international transactions. However, the availability of this service depends on the merchant and the country. Check with the merchant to confirm if they accept international payments through Amazon Pay.

Question: How do I update my billing address for Amazon Pay? Answer: To update your billing address for Amazon Pay, log in to your Amazon account, go to the Amazon Pay section, and select "Manage Payment Options." Here, you can update your billing address for your saved payment methods.

Question: What is the maximum amount I can pay using Amazon Pay? Answer: The maximum amount you can pay using Amazon Pay varies depending on your account status and the merchant's policies. For specific limits, please refer to the Amazon Pay terms and conditions or contact Amazon Pay customer service.

Question: How do I contact Amazon Pay customer service? Answer: You can contact Amazon Pay customer service by logging into your Amazon account, going to the Amazon Pay section, and selecting "Contact Us." You can reach them via phone, email, or live chat.

Question: Can I cancel an Amazon Pay transaction? Answer: To cancel an Amazon Pay transaction, you need to contact the merchant directly. They will inform you about their cancellation policy and process the cancellation if applicable.

Question: Why is there a charge on my account from Amazon Pay that I don't recognize? Answer: If you notice an unrecognized charge from Amazon Pay, check your order history to see if it's a legitimate transaction. If you still don't recognize the charge, contact Amazon Pay customer service immediately for assistance.

Question: How do I set up recurring payments with Amazon Pay? Answer: To set up recurring payments with Amazon Pay, you need to authorize the merchant to charge your Amazon Pay account at regular intervals. This can be done during your initial purchase or by managing your subscriptions on the merchant's website.

Question: What currencies does Amazon Pay support? Answer: Amazon Pay supports multiple currencies depending on the merchant's location and the country of the buyer. Check with the specific merchant to see which currencies they accept.

Question: Is there a fee for using Amazon Pay? Answer: Amazon Pay does not charge users a fee for making payments. However, standard currency conversion and bank fees may apply if you are making an international payment or using a credit card.

Question: How secure is Amazon Pay? Answer: Amazon Pay is highly secure and uses advanced encryption and fraud detection systems to protect your payment information. Your payment details are never shared with the merchant, ensuring a secure transaction.