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Failed Orders

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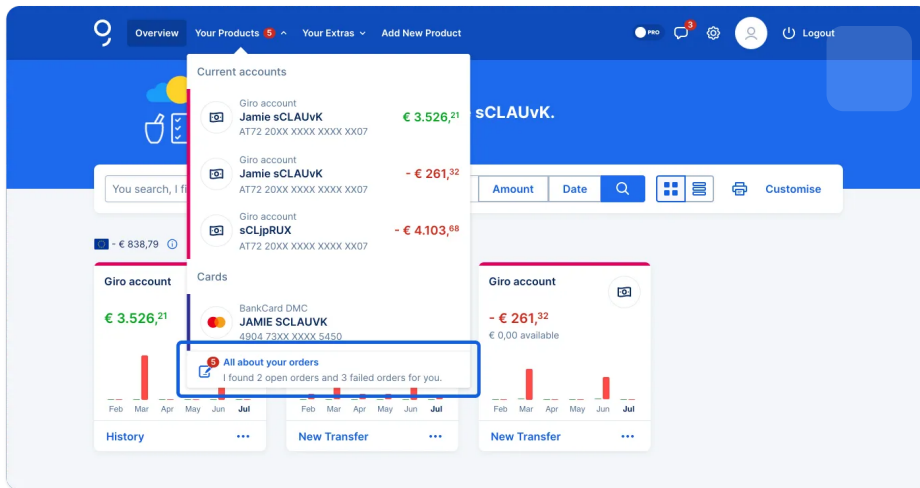
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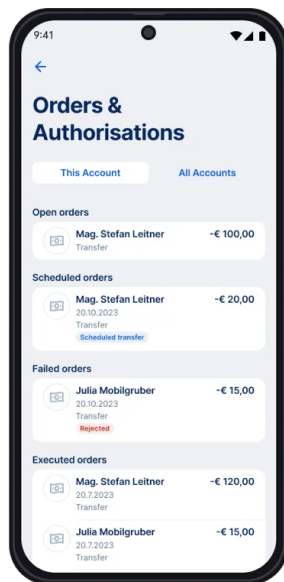
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George will always try to execute your orders successfully and as fast as lightning. However, sometimes, the universe lets George down and he can't execute your order.

Please note

You can see any failed orders by navigating to your **Payment Orders** via "Your Products" on top of the overview (web) or by tapping on your account and then on "Orders & Authorisations" (app).



George understands that it's frustrating when orders are not executed. Though he's hard working and can execute almost all orders, it can happen that George must tell you that your order failed. This can be due to many reasons and if George knows why (e. g. insufficient balance), he will definitely tell you. You can see any failed orders in your **Payment Orders**.

If you need additional information on your failed order, you can always contact your **personal advisor**.

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