

ATM Money Send and Receive - Card Less services

1. Can we use the secret number two or more times?

We only use one secret number for one transaction

2. What is the withdrawal amount limit of Card less service?

8000 birr (only if the cash is 200 BIRR notes * 40), if it hasn't 200 BIRR note raise dispute by outlook Account and Reconciliation

3. What if the customer lost its secret code and how can he get it from us?

Contact online banking by receiving the beneficiary cell phone number

4. How can we help the customer if he wrongly inputs other phone numbers?

Customer will take full responsibility for the phone number entered. For now there is no reverse for Money Send to ATM service. For more please contact

Online banking/ Account and Reconciliation

5. If a problem faced from network side or other ATM machine malfunctions after customer confirming the transaction, what happens?

Contact Account and Reconciliation team

6. How many days the send money will be available to collect from ATM?

Currently No expiry date

7. How many errors are acceptable if the customer forgets his PIN (secret number)?

No limit

8. What if the customer wants to reverse the money sent.

Money sent transaction currently not reversed

9. If the ATM machine screen said the '**transaction error**' and also the dispense count the money but dispenser doesn't give the cash – the transaction is unsuccessful it will request

Dispute raise to Account and Reconciliation outlook