

First Bank of Nigeria

1. Account Opening

Q: How can I open an account with First Bank of Nigeria?

A: You can open an account online through our website or visit any of our branches with a valid ID, proof of address, and passport photographs.

Q: What types of accounts can I open?

A: We offer various accounts including savings accounts, current accounts, domiciliary accounts, and fixed deposit accounts.

Q: Is there a minimum balance requirement for opening an account?

A: Yes, different account types have different minimum balance requirements. Please check our website or visit a branch for details.

Q: Can I open a First Bank account online?

A: Yes, you can open certain types of accounts online through our website or mobile app.

Q: What documents are required to open a savings account?

A: You will need a valid ID, proof of address, and passport photographs.

2. Online Banking

Q: How do I register for online banking?

A: Visit our website and click on the 'Internet Banking' tab. Follow the prompts to register.

Q: I forgot my online banking password. What should I do?

A: Click on the 'Forgot Password' link on the login page and follow the instructions to reset your password.

Q: How can I check my account balance online?

A: Log in to your online banking account and navigate to the account summary section to view your balance.

Q: Are there any charges for using online banking?

A: Online banking is generally free, but certain transactions may incur fees. Please refer to our fee schedule.

Q: How do I update my personal information on online banking?

A: Log in to your account, go to the 'Profile' section, and update your information.

3. Mobile Banking

Q: How do I register for mobile banking?

A: Download the FirstMobile app, install it, and follow the registration prompts.

Q: What can I do with the FirstMobile app?

A: You can check balances, transfer funds, pay bills, buy airtime, and more.

Q: I lost my phone. How do I deactivate mobile banking?

A: Contact our customer service immediately to deactivate your mobile banking for security purposes.

Q: Can I transfer money to other banks using the mobile app?

A: Yes, you can transfer funds to other banks using the mobile app.

Q: Is the FirstMobile app available for both Android and iOS?

A: Yes, the app is available for download on both the Google Play Store and Apple App Store.

4. ATM Services

Q: How can I locate the nearest First Bank ATM?

A: Use the ATM locator on our website or mobile app to find the nearest ATM.

Q: My ATM card is not working. What should I do?

A: Contact our customer service for assistance or visit the nearest branch.

Q: What should I do if my ATM card is lost or stolen?

A: Immediately report the loss to our customer service and request a card block and replacement.

Q: Are there any charges for using another bank's ATM?

A: Yes, using another bank's ATM may incur additional charges as per interbank fee structures.

Q: How do I change my ATM PIN?

A: You can change your PIN at any First Bank ATM by following the on-screen instructions.

5. Transfers and Payments

Q: How do I transfer money to another First Bank account?

A: You can transfer money through online banking, mobile banking, ATMs, or by visiting a branch.

Q: Can I set up recurring payments?

A: Yes, you can set up recurring payments through online banking or mobile banking.

Q: How long does it take for a transfer to reflect?

A: Transfers within First Bank are immediate, while interbank transfers may take up to 24 hours.

Q: What is the maximum amount I can transfer online?

A: The transfer limit depends on your account type and security settings. Please check your online banking profile for details.

Q: How do I cancel a scheduled transfer?

A: Log in to your online banking or mobile banking account and navigate to the scheduled transfers section to cancel it.

6. Loans

Q: What types of loans does First Bank offer?

A: We offer personal loans, business loans, mortgage loans, and auto loans.

Q: How can I apply for a loan?

A: You can apply online through our website or visit any of our branches.

Q: What documents are required for a loan application?

A: Required documents typically include a valid ID, proof of income, bank statements, and collateral for secured loans.

Q: How long does it take to process a loan application?

A: Loan processing time varies but typically takes between 7 to 14 business days.

Q: Can I pay off my loan early?

A: Yes, you can pay off your loan early. Please check for any applicable early repayment fees.

7. Customer Service

Q: How can I contact First Bank customer service?

A: You can contact us via phone, email, social media, or visit any of our branches.

Q: What are the customer service hours?

A: Our customer service is available 24/7 for phone and email support.

Q: How do I lodge a complaint?

A: You can lodge a complaint through our website, customer service hotline, or at any branch.

Q: How can I track the status of my complaint?

A: Contact customer service with your complaint reference number to track its status.

Q: What should I do if I am not satisfied with the resolution of my complaint?

A: If you are not satisfied, you can escalate the issue to our customer service manager or write to our customer care email.

8. Cards

Q: How do I apply for a credit card?

A: You can apply for a credit card online or at any of our branches.

Q: What types of credit cards are available?

A: We offer various credit cards including Classic, Gold, and Platinum cards.

Q: How can I increase my credit card limit?

A: Contact our customer service to request a credit limit increase. Approval is subject to your credit profile.

Q: What should I do if my credit card is declined?

A: Contact customer service to determine the reason and resolve the issue.

Q: How do I report a lost or stolen credit card?

A: Report immediately to our customer service to block the card and issue a replacement.

9. Account Management

Q: How do I update my contact details?

A: You can update your contact details through online banking, mobile banking, or by visiting a branch.

Q: How can I close my account?

A: Visit any branch with a valid ID to request account closure.

Q: How do I get a bank statement?

A: You can request a bank statement through online banking, mobile banking, or at any branch.

Q: What is the procedure for changing my account type?

A: Visit any branch to request a change in account type.

Q: How do I link my BVN to my account?

A: Provide your BVN at any branch or through our online banking portal.

10. Security

Q: How do I ensure my online banking is secure?

A: Use strong passwords, enable two-factor authentication, and do not share your login details.

Q: What should I do if I suspect fraudulent activity on my account?

A: Contact our customer service immediately to report and investigate the issue.

Q: How can I protect my ATM card PIN?

A: Memorize your PIN, do not write it down, and cover the keypad while entering it at ATMs.

Q: What is two-factor authentication?

A: It is an additional security layer requiring not only a password and username but also something that only the user has on them, such as a physical token.

Q: How do I activate two-factor authentication?

A: Log in to your online banking and follow the instructions in the security settings section to activate it.

11. Investments

Q: What investment options are available?

A: We offer fixed deposits, mutual funds, and other investment products.

Q: How can I start investing with First Bank?

A: Visit any branch or contact our investment services to get started.

Q: What is the minimum amount required for a fixed deposit?

A: The minimum amount varies; please check our website or visit a branch for details.

Q: How do I check my investment portfolio?

A: You can check your portfolio through online banking or by contacting our investment services.

Q: What are the interest rates for fixed deposits?

A: Interest rates vary based on the tenure and amount. Please visit our website for current rates.

12. Insurance

Q: Does First Bank offer insurance products?

A: Yes, we offer a range of insurance products through our partners.

Q: How do I apply for insurance?

A: Visit any branch or contact our insurance services to apply.

Q: What types of insurance are available?

A: We offer life, health, auto, and home insurance products.

Q: How do I make an insurance claim?

A: Contact our insurance services for assistance with making a claim.

Q: What documents are needed for an insurance claim?

A: Required documents vary based on the claim type. Contact our insurance services for specific requirements.

13. Corporate Services

Q: What services are available for corporate clients?

A: We offer corporate banking, trade finance, treasury services, and more.

Q: How can I open a corporate account?

A: Visit any branch with the required documents to open a corporate account.

Q: What are the requirements for a corporate loan?

A: Requirements include business registration documents, financial statements, and collateral.

Q: How do I access trade finance services?

A: Contact our corporate banking division for information on trade finance services.

Q: Can corporate clients use online banking?

A: Yes, we offer online banking services specifically designed for corporate clients.

14. Foreign Exchange

Q: Does First Bank offer foreign exchange services?

A: Yes, we offer various foreign exchange services including currency exchange and international transfers.

Q: How do I buy foreign currency?

A: Visit any of our branches with a valid ID to buy foreign currency.

Q: What are the current exchange rates?

A: Current exchange rates are available on our website or at any branch.

Q: Can I open a domiciliary account?

A: Yes, you can open a domiciliary account to hold foreign currency.

Q: What documents are required for a domiciliary account?

A: Required documents include a valid ID, proof of address, and passport photographs.

15. Additional Services

Q: What additional services does First Bank offer?

A: We offer utility bill payments, airtime purchase, e-banking, and more.

Q: How do I pay my utility bills through First Bank?

A: You can pay utility bills through online banking, mobile banking, or at any branch.

Q: Can I buy airtime through First Bank services?

A: Yes, you can buy airtime through our mobile banking app or USSD codes.

Q: What is the USSD code for First Bank services?

A: The USSD code for First Bank services is *894#.

Q: How do I use the USSD code for transactions?

A: Dial *894# and follow the prompts for various banking transactions.

Account Issues

Complaint 1: My account was debited twice for the same transaction.

Resolution: Please provide the transaction details and we will investigate. If verified, the duplicate amount will be refunded within 48 hours.

Complaint 2: My account was debited but the beneficiary did not receive the funds.

Resolution: Kindly provide the transaction reference number. We will trace the transaction and resolve the issue within 72 hours.

Complaint 3: I am unable to access my online banking account.

Resolution: Ensure you are using the correct login details. If the issue persists, please contact our customer service to reset your password.

Complaint 4: I am unable to open a new account online.

Resolution: Verify that all provided information is correct and meets the requirements. If the issue continues, visit any branch for assistance.

Complaint 5: My account balance is incorrect.

Resolution: Review recent transactions for any discrepancies. If unresolved, contact customer service to investigate the issue.

ATM Issues

Complaint 6: The ATM did not dispense cash but debited my account.

Resolution: Report the issue immediately. We will verify and refund the debited amount within 5 working days.

Complaint 7: My ATM card was captured by the machine.

Resolution: Visit the nearest branch to retrieve your card or request a replacement.

Complaint 8: I was charged for using another bank's ATM.

Resolution: Please be aware that interbank ATM transactions may incur fees. Contact customer service for specific transaction details.

Complaint 9: The ATM is frequently out of service.

Resolution: We apologize for the inconvenience. We are working to improve our ATM uptime. Please use another nearby ATM or branch.

Complaint 10: My ATM card PIN is not working.

Resolution: Visit any First Bank ATM to change your PIN or contact customer service for assistance.

Online Banking Issues

Complaint 11: I am unable to transfer funds online.

Resolution: Ensure your internet connection is stable and you are following the correct steps. Contact customer service if the problem persists.

Complaint 12: My online banking account was locked.

Resolution: For security reasons, accounts may be locked after multiple failed login attempts. Contact customer service to unlock your account.

Complaint 13: I cannot view my transaction history online.

Resolution: Check your internet connection and browser settings. If unresolved, contact customer service for further assistance.

Complaint 14: I am receiving error messages on the online banking platform.

Resolution: Ensure your browser is up to date and compatible with our platform. Contact customer service if the issue continues.

Complaint 15: I am unable to reset my online banking password.

Resolution: Follow the steps on the 'Forgot Password' page. If unsuccessful, contact customer service for help.

Mobile Banking Issues

Complaint 16: The FirstMobile app is not working on my phone.

Resolution: Ensure your app is updated to the latest version. If the issue persists, reinstall the app or contact customer service.

Complaint 17: I cannot log into the FirstMobile app.

Resolution: Ensure your login details are correct. If you still face issues, reset your password or contact customer service.

Complaint 18: My mobile banking transactions are failing.

Resolution: Check your network connection and ensure sufficient funds are available. Contact customer service for unresolved issues.

Complaint 19: I am unable to register for mobile banking.

Resolution: Ensure all required information is correctly provided. Contact customer service if the issue persists.

Complaint 20: I did not receive an OTP for my transaction.

Resolution: Ensure your phone number is correctly registered with us. Contact customer service to resolve any issues with OTP delivery.

Customer Service Issues

Complaint 21: I am not satisfied with the resolution of my complaint.

Resolution: Please escalate the issue to our customer service manager or send an email to our customer care for further review.

Complaint 22: I am unable to reach customer service.

Resolution: We apologize for the inconvenience. Please try our alternative contact methods such as email or social media.

Complaint 23: The branch staff were unhelpful.

Resolution: We are sorry for your experience. Please provide details of the branch and incident, and we will address the issue.

Complaint 24: My complaint has not been resolved within the promised time.

Resolution: We apologize for the delay. Please provide your complaint reference number, and we will expedite the resolution process.

Complaint 25: I received incorrect information from customer service.

Resolution: We apologize for the misinformation. Please provide details of your query, and we will ensure you receive the correct information.

Card Issues

Complaint 26: My card application is taking too long.

Resolution: Card processing typically takes 7-14 days. Please provide your application details to check the status.

Complaint 27: My card was declined despite sufficient funds.

Resolution: Ensure your card is activated and not expired. Contact customer service for further investigation.

Complaint 28: I am unable to activate my new card.

Resolution: Follow the activation instructions provided with the card. If unresolved, contact customer service for assistance.

Complaint 29: I was charged a fee I do not recognize on my card.

Resolution: Review your transaction history. If the charge is unauthorized, report it to customer service for investigation.

Complaint 30: My card was not delivered to the correct address.

Resolution: Verify the address provided during application. Contact customer service to arrange for a re-delivery or pickup.

Loan Issues

Complaint 31: My loan application was rejected without explanation.

Resolution: Contact our loan department for detailed feedback on your application and advice on improving your eligibility.

Complaint 32: I have not received the loan amount yet.

Resolution: Loan disbursement typically takes 7-14 days. Provide your application details for status checking.

Complaint 33: The interest rate on my loan is incorrect.

Resolution: Review your loan agreement. If there is an error, contact customer service for correction.

Complaint 34: I am unable to make my loan repayment online.

Resolution: Ensure you have sufficient funds and follow the correct steps. Contact customer service if issues persist.

Complaint 35: I need to restructure my loan repayment plan.

Resolution: Contact our loan department to discuss restructuring options and necessary documentation.

Transfer Issues

Complaint 36: My transfer was delayed.

Resolution: Interbank transfers may take up to 24 hours. Provide transaction details for investigation if the delay exceeds this period.

Complaint 37: I was charged multiple times for a single transfer.

Resolution: Provide transaction details for verification. If confirmed, the excess charges will be refunded.

Complaint 38: I am unable to cancel a scheduled transfer.

Resolution: Ensure you are following the correct procedure. Contact customer service for assistance.

Complaint 39: My international transfer was not processed.

Resolution: Verify that all required information was provided correctly. Contact customer service for further assistance.

Complaint 40: The transfer limit on my account is too low.

Resolution: Contact customer service to request an increase in your transfer limit, subject to approval.

Fraud and Security Issues

Complaint 41: Unauthorized transactions on my account.

Resolution: Report immediately to customer service. We will investigate and take necessary actions to secure your account.

Complaint 42: My account was hacked.

Resolution: Change your passwords and security questions immediately. Contact customer service for further assistance.

Complaint 43: I received a phishing email claiming to be from First Bank.

Resolution: Do not respond or click on any links. Report the email to our customer service for further investigation.

Complaint 44: My debit card was used fraudulently.

Resolution: Report the issue immediately to block the card and initiate a dispute for the unauthorized transactions.

Complaint 45: I suspect my account information has been compromised.

Resolution: Contact customer service immediately to secure your account and investigate the issue.

Account Management Issues

Complaint 46: I am unable to update my contact details.

Resolution: Ensure you are following the correct procedure. Visit a branch or contact customer service for assistance.

Complaint 47: My account was closed without my consent.

Resolution: Provide your account details for investigation. If an error occurred, we will rectify the situation.

Complaint 48: I did not receive my bank statement.

Resolution: Ensure your email address is correct and check your spam folder. Contact customer service to resend the statement.

Complaint 49: I am unable to link my BVN to my account.

Resolution: Ensure your BVN details are correct. Contact customer service for further assistance.

Complaint 50: My account type was changed without my request.

Resolution: Provide details for investigation. If an error occurred, we will revert your account to the correct type.

Service and Policy Issues

Complaint 51: I am dissatisfied with the interest rates on my savings account.

Resolution: Interest rates are subject to market conditions. Contact our investment services for alternative options.

Complaint 52: The fees on my account are too high.

Resolution: Review our fee schedule and contact customer service to discuss possible account options with lower fees.

Complaint 53: The branch is always crowded and slow.

Resolution: We apologize for the inconvenience. We are working on improving our branch services. Please use our online and mobile banking options for faster service.

Complaint 54: I was not informed about changes to my account terms.

Resolution: We ensure all customers are notified of changes. Check your email and postal address for updates. Contact customer service for clarification.

Complaint 55: I am not satisfied with the services provided by the bank.

Resolution: We value your feedback. Please provide specific details so we can address your concerns and improve our services.

Investment Issues

Complaint 56: My fixed deposit interest was not credited.

Resolution: Ensure your deposit has matured. Contact customer service to investigate and credit the interest if due.

Complaint 57: I did not receive my investment statement.

Resolution: Ensure your contact details are up to date. Contact customer service to resend the statement.

Complaint 58: My investment portfolio performance is unsatisfactory.

Resolution: Investment performance can vary. Contact our investment services for a portfolio review and advice.

Complaint 59: I am unable to withdraw my fixed deposit prematurely.

Resolution: Fixed deposits have terms and conditions for withdrawal. Contact customer service to discuss possible penalties and procedures.

Complaint 60: I am not receiving updates on my investment.

Resolution: Ensure your contact details are correct. Contact our investment services to ensure you are subscribed to updates.

Insurance Issues

Complaint 61: My insurance claim was denied without explanation.

Resolution: Contact our insurance services for detailed feedback on your claim and advice on resubmission if applicable.

Complaint 62: The insurance premium is too high.

Resolution: Contact our insurance services to review your policy and discuss possible adjustments or alternative options.

Complaint 63: I did not receive my insurance policy document.

Resolution: Ensure your contact details are correct. Contact our insurance services to resend the policy document.

Complaint 64: My insurance policy was cancelled without my consent.

Resolution: Provide your policy details for investigation. If an error occurred, we will rectify the situation.

Complaint 65: I am unable to contact the insurance service team.

Resolution: We apologize for the inconvenience. Please try our alternative contact methods such as email or visit a branch.

Corporate Services Issues

Complaint 66: My corporate account application is taking too long.

Resolution: Corporate account applications typically take longer due to verification processes. Provide your application details for status checking.

Complaint 67: I am unable to access trade finance services.

Resolution: Ensure all required documentation is provided. Contact our corporate banking division for further assistance.

Complaint 68: My corporate loan application was denied without explanation.

Resolution: Contact our loan department for detailed feedback on your application and advice on improving your eligibility.

Complaint 69: I did not receive my corporate account statement.

Resolution: Ensure your contact details are correct. Contact customer service to resend the statement.

Complaint 70: I am dissatisfied with the treasury services.

Resolution: Contact our corporate banking division to discuss specific issues and find solutions.

Foreign Exchange Issues

Complaint 71: My foreign exchange transaction was delayed.

Resolution: Foreign exchange transactions may take up to 48 hours. Provide transaction details for investigation if the delay exceeds this period.

Complaint 72: The exchange rate applied to my transaction was incorrect.

Resolution: Review the transaction details. Contact customer service for corrections if an error occurred.

Complaint 73: I am unable to open a domiciliary account.

Resolution: Ensure all required documentation is provided. Contact customer service for further assistance.

Complaint 74: I did not receive my foreign currency.

Resolution: Provide transaction details for investigation. We will ensure the currency is delivered promptly.

Complaint 75: The branch does not have sufficient foreign currency.

Resolution: We apologize for the inconvenience. Please try another branch or contact customer service to check availability.

Additional Services Issues

Complaint 76: I am unable to pay my utility bills online.

Resolution: Ensure your account is funded and you are following the correct steps. Contact customer service if issues persist.

Complaint 77: I did not receive airtime after purchasing through mobile banking.

Resolution: Provide transaction details for verification. If confirmed, the airtime will be credited within 24 hours.

Complaint 78: The USSD code is not working.

Resolution: Ensure you are using the correct code and follow the prompts accurately. Contact customer service for further assistance.

Complaint 79: I am unable to register for e-banking.

Resolution: Ensure all required information is correctly provided. Contact customer service if the issue persists.

Complaint 80: My utility bill payment was not processed.

Resolution: Provide transaction details for investigation. If confirmed, the payment will be processed immediately.

General Issues

Complaint 81: The branch was closed during working hours.

Resolution: We apologize for the inconvenience. Please check our website for updated branch hours or contact customer service.

Complaint 82: The bank's website is down.

Resolution: We apologize for the inconvenience. Our technical team is working to resolve the issue. Please try again later.

Complaint 83: I did not receive a response to my email inquiry.

Resolution: We apologize for the delay. Please provide your inquiry details again or contact us via phone for immediate assistance.

Complaint 84: The bank's mobile app crashes frequently.

Resolution: Ensure your app is updated to the latest version. If the issue persists, reinstall the app or contact customer service.

Complaint 85: I am not satisfied with the bank's services.

Resolution: We value your feedback. Please provide specific details so we can address your concerns and improve our services.

Branch Issues

Complaint 86: The branch did not have sufficient staff to attend to customers.

Resolution: We apologize for the inconvenience. We are working on staffing improvements to better serve our customers.

Complaint 87: The branch does not have accessible facilities for disabled customers.

Resolution: We apologize for the inconvenience. Please contact customer service for information on accessible branches.

Complaint 88: The branch did not have enough seating for customers.

Resolution: We apologize for the inconvenience. We are working on improving our branch facilities for customer comfort.

Complaint 89: The branch does not have sufficient parking space.

Resolution: We apologize for the inconvenience. Please use alternative parking options or visit another branch.

Complaint 90: The branch was not clean.

Resolution: We apologize for the inconvenience. We will address this issue with the branch management to ensure cleanliness.

Miscellaneous Issues

Complaint 91: The bank's call center wait times are too long.

Resolution: We apologize for the inconvenience. We are working to improve our call center response times. Please try our alternative contact methods.

Complaint 92: The bank's app does not support my phone model.

Resolution: We apologize for the inconvenience. Please check our website for supported devices or contact customer service for alternative solutions.

Complaint 93: The bank's website is difficult to navigate.

Resolution: We value your feedback. Please provide specific details so we can improve our website's user experience.

Complaint 94: I am unable to find information on the bank's services.

Resolution: Please visit our website or contact customer service for detailed information on our services.

Complaint 95: The bank's social media pages do not respond to inquiries.

Resolution: We apologize for the inconvenience. Please try our alternative contact methods or visit a branch for immediate assistance.

Feedback Issues

Complaint 96: My feedback was not acknowledged.

Resolution: We apologize for the oversight. Please resubmit your feedback or contact customer service directly.

Complaint 97: The bank does not offer a service I need.

Resolution: We value your feedback and continuously work to expand our services. Please provide details so we can consider them for future offerings.

Complaint 98: The bank's app is not user-friendly.

Resolution: We value your feedback. Please provide specific details so we can improve our app's user experience.

Complaint 99: The bank's fees are not transparent.

Resolution: Please review our fee schedule on the website. Contact customer service for any clarifications.

Complaint 100: I am not satisfied with the bank's resolution to my complaint.

Resolution: We apologize for the inconvenience. Please escalate the issue to our customer service manager for further review.

General Information

Q1: What is MTN Nigeria?

A1: MTN Nigeria is one of the leading telecommunications companies in Nigeria, providing voice, data, and digital services to millions of customers.

Q2: How can I contact MTN customer service?

A2: You can contact MTN customer service by dialing 180 from an MTN line or 08031000180 from other networks. You can also reach out via social media or visit an MTN service center.

Q3: What are MTN Nigeria's working hours?

A3: MTN service centers typically operate from 8:00 AM to 5:00 PM, Monday to Friday. However, hours may vary by location.

Network Services

Q4: How can I check my MTN airtime balance?

A4: Dial *556# to check your MTN airtime balance.

Q5: How can I check my MTN data balance?

A5: Dial 1314# or send "2" to 131 to check your MTN data balance.

Q6: How can I recharge my MTN line?

A6: Dial 555PIN# (replace PIN with your recharge card PIN) to recharge your MTN line.

Q7: What should I do if my MTN line has no network signal?

A7: Restart your phone, ensure your SIM card is properly inserted, and check for network coverage. If the issue persists, contact customer service.

Q8: How can I activate an MTN data plan?

A8: Dial *131# and follow the prompts to select and activate a data plan.

Data Services

Q9: What are the available MTN data plans?

A9: MTN offers various data plans including daily, weekly, monthly, and special data bundles. Visit the MTN website or dial *131# for details.

Q10: How can I stop auto-renewal of my data plan?

A10: Send "NO" to 131 to stop the auto-renewal of your data plan.

Q11: What is MTN's 4G service?

A11: MTN's 4G service provides faster internet speeds and improved connectivity. Ensure you have a 4G-enabled device and SIM card to enjoy this service.

Q12: How can I upgrade my SIM to 4G?

A12: Visit any MTN service center with a valid ID to upgrade your SIM to 4G.

Q13: How can I share my MTN data with others?

A13: Dial 1312*3# and follow the prompts to share your data with other MTN users.

Voice Services

Q14: How can I activate MTN call barring?

A14: Dial 350000# to activate call barring on your MTN line.

Q15: How can I check my call history on MTN?

A15: You can check your call history through the MTN app or by contacting customer service.

Q16: How can I transfer airtime to another MTN user?

A16: Dial 600recipient's numberamountPIN# to transfer airtime. The default PIN is 0000, which you can change by dialing 600default PINnew PINnew PIN#.

Q17: What is the MTN XtraTime service?

A17: MTN XtraTime allows you to borrow airtime and pay back on your next recharge. Dial *606# to access the service.

Q18: How can I block a number on my MTN line?

A18: Use your phone's call blocking feature or contact customer service for assistance.

SMS Services

Q19: How can I send a bulk SMS on MTN?

A19: Use the MTN Bulk SMS service by visiting the MTN website or contacting customer service for more details.

Q20: What should I do if I am not receiving SMS messages?

A20: Ensure your inbox is not full and your phone settings are correct. Restart your phone and contact customer service if the issue persists.

Q21: How can I stop unwanted promotional SMS messages?

A21: Send "STOP" to 2442 to opt-out of promotional SMS messages.

Q22: How can I activate MTN SMS bundles?

A22: Dial *123# and follow the prompts to activate SMS bundles.

Q23: How can I retrieve deleted SMS messages?

A23: Unfortunately, once SMS messages are deleted from your phone, they cannot be retrieved. Regularly back up important messages.

Value-Added Services

Q24: How can I subscribe to MTN Caller Tunes?

A24: Dial *410# to subscribe to MTN Caller Tunes.

Q25: How can I unsubscribe from MTN Caller Tunes?

A25: Send "Del" followed by the caller tune code to 4100 to unsubscribe.

Q26: What is MTN Music+?

A26: MTN Music+ is a music streaming and download service. Visit the MTN Music+ website or app for more details.

Q27: How can I activate MTN Play services?

A27: Visit the MTN Play website or dial *559# to activate MTN Play services.

Q28: How can I check my MTN bonuses?

A28: Dial *559# to check your MTN bonuses.

Mobile Money (MoMo) Services

Q29: What is MTN MoMo?

A29: MTN MoMo is a mobile money service that allows you to transfer money, pay bills, and perform other financial transactions using your phone.

Q30: How can I register for MTN MoMo?

A30: Dial *223# and follow the prompts to register for MTN MoMo. You can also visit an MTN service center.

Q31: How can I transfer money using MTN MoMo?

A31: Dial *223# and follow the prompts to transfer money.

Q32: How can I check my MTN MoMo balance?

A32: Dial *223# and select the balance inquiry option.

Q33: How can I reset my MTN MoMo PIN?

A33: Contact MTN customer service or visit an MTN service center to reset your MoMo PIN.

Roaming Services

Q34: How can I activate international roaming on my MTN line?

A34: Dial 1234# and follow the prompts to activate international roaming.

Q35: What are the charges for MTN roaming services?

A35: Roaming charges vary by destination. Visit the MTN website or contact customer service for detailed information.

Q36: How can I check my roaming balance?

A36: Dial *123# or use the MTN app to check your roaming balance.

Q37: How can I make international calls on MTN?

A37: Dial the international access code (+ or 009), followed by the country code and the phone number.

Q38: How can I deactivate international roaming?

A38: Dial 1234# and follow the prompts to deactivate international roaming.

Promotions and Offers

Q39: How can I check for MTN promotions?

A39: Visit the MTN website, follow MTN on social media, or dial *123# for the latest promotions.

Q40: How can I activate MTN Pulse?

A40: Dial *406# to join MTN Pulse and enjoy special offers and discounts.

Q41: What is the MTN Welcome Back Offer?

A41: The MTN Welcome Back Offer rewards inactive customers with bonuses when they return to the network. Dial *161# to check eligibility.

Q42: How can I get the MTN Happy Hour data bundle?

A42: Dial 1315# to activate the MTN Happy Hour data bundle.

Q43: How can I activate the MTN N500 for 2GB data plan?

A43: Dial 131115# to activate the MTN N500 for 2GB data plan.

Billing and Payment

Q44: How can I check my MTN bill?

A44: Dial *123# or use the MTN app to check your bill.

Q45: How can I pay my MTN bill online?

A45: Visit the MTN website or use the MTN app to pay your bill online.

Q46: What should I do if I was overcharged on my MTN bill?

A46: Contact MTN customer service with your billing details for investigation and resolution.

Q47: How can I get a breakdown of my MTN bill?

A47: Contact MTN customer service or use the MTN app to get a detailed breakdown of your bill.

Q48: How can I set up auto-pay for my MTN bill?

A48: Use the MTN app or contact customer service to set up auto-pay for your bill.

Account Management

Q49: How can I change my MTN tariff plan?

A49: Dial *123# and follow the prompts to change your tariff plan.

Q50: How can I update my account information?

A50: Visit an MTN service center with a valid ID to update your account information.

Q51: How can I check my MTN number?

A51: Dial *663# to check your MTN number.

Q52: How can I retrieve my PUK code?

A52: Contact MTN customer service or check the SIM pack you received when you purchased the SIM card.

Q53: How can I deactivate a lost or stolen MTN SIM?

A53: Contact MTN customer service immediately to deactivate your lost or stolen SIM.

Technical Support

Q54: How can I troubleshoot slow internet speed?

A54: Restart your device, check your data plan, and ensure you are in an area with good network coverage. Contact customer service if the issue persists.

Q55: How can I troubleshoot call connection issues?

A55: Restart your phone, ensure your SIM card is properly inserted, and check for network coverage. Contact customer service if the issue persists.

Q56: How can I troubleshoot SMS delivery issues?

A56: Ensure you have sufficient airtime, check your message center number, and restart your phone. Contact customer service if the issue persists.

Q57: How can I troubleshoot MTN app issues?

A57: Ensure your app is updated to the latest version, clear cache, and restart your phone. Reinstall the app if necessary.

Q58: How can I report a network outage?

A58: Contact MTN customer service to report a network outage in your area.

SIM Card Issues

Q59: How can I activate a new MTN SIM?

A59: Insert the SIM card into your phone and follow the prompts to activate it. You may also need to complete registration at an MTN service center.

Q60: How can I replace a damaged or lost MTN SIM?

A60: Visit an MTN service center with a valid ID to replace your SIM card.

Q61: How can I retrieve my SIM registration details?

A61: Visit an MTN service center with a valid ID to retrieve your SIM registration details.

Q62: How can I check my SIM registration status?

A62: Dial *789# to check your SIM registration status.

Q63: How can I change the name on my MTN SIM registration?

A63: Visit an MTN service center with a valid ID and proof of ownership to update your registration details.

Device Issues

Q64: How can I set up my new MTN device?

A64: Follow the setup instructions provided with your device. Contact customer service for assistance if needed.

Q65: How can I unlock my MTN device?

A65: Contact MTN customer service or visit an MTN service center for assistance with unlocking your device.

Q66: How can I check if my device is compatible with MTN's network?

A66: Ensure your device supports the required network bands for MTN. Contact customer service for further assistance.

Q67: How can I update the software on my MTN device?

A67: Follow the software update instructions provided by your device manufacturer.

Q68: How can I troubleshoot device connectivity issues?

A68: Restart your device, ensure you have network coverage, and check your settings. Contact customer service if the issue persists.

Security and Privacy

Q69: How can I secure my MTN account?

A69: Use strong passwords, enable two-factor authentication, and regularly update your security settings.

Q70: How can I report a fraudulent call or SMS?

A70: Report the incident to MTN customer service and do not respond to suspicious messages or calls.

Q71: How can I block spam messages and calls?

A71: Use your phone's blocking feature or contact customer service for assistance with blocking spam numbers.

Q72: How can I protect my personal information on MTN services?

A72: Do not share your personal information with unverified sources and regularly update your security settings.

Q73: How can I recover a hacked MTN account?

A73: Contact MTN customer service immediately to secure your account and investigate the issue.

Special Offers

Q74: How can I activate the MTN Student Plan?

A74: Dial 1313# to activate the MTN Student Plan and enjoy special discounts and offers.

Q75: What is the MTN Family Plan?

A75: The MTN Family Plan offers shared data and call benefits for families. Visit the MTN website or contact customer service for more details.

Q76: How can I activate MTN SME Data Share?

A76: Dial *461# and follow the prompts to activate the MTN SME Data Share service.

Q77: How can I check my MTN data bonus?

A77: Dial *559# to check your data bonus balance.

Q78: How can I participate in MTN promotions?

A78: Follow MTN on social media, visit the MTN website, and dial *123# for information on current promotions and how to participate.

Digital Services

Q79: How can I subscribe to MTN BackUp?

A79: Dial 1235*1# to subscribe to MTN BackUp and securely store your contacts and data.

Q80: What is MTN Cloud+?

A80: MTN Cloud+ offers cloud storage and backup services. Visit the MTN website or contact customer service for more details.

Q81: How can I activate MTN Smart Survey?

A81: Dial *123# and follow the prompts to activate MTN Smart Survey.

Q82: How can I subscribe to MTN Insurance?

A82: Visit an MTN service center or contact customer service for information on subscribing to MTN Insurance.

Q83: What is MTN mHealth?

A83: MTN mHealth provides mobile health services and information. Visit the MTN website or contact customer service for more details.

Enterprise Solutions

Q84: How can I subscribe to MTN Business Solutions?

A84: Contact the MTN Enterprise Business Unit or visit the MTN website for information on subscribing to MTN Business Solutions.

Q85: How can I activate MTN Business Broadband?

A85: Contact MTN customer service or visit the MTN website for information on activating MTN Business Broadband.

Q86: How can I manage my MTN Business account online?

A86: Visit the MTN Business portal and log in with your account details to manage your business account online.

Q87: How can I get a dedicated account manager for my MTN Business account?

A87: Contact the MTN Enterprise Business Unit to request a dedicated account manager for your business account.

Q88: How can I access MTN Business support?

A88: Contact the MTN Enterprise Business Unit or visit the MTN website for business support and assistance.

Rewards and Loyalty Programs

Q89: How can I join MTN's loyalty program?

A89: Dial *123# and follow the prompts to join MTN's loyalty program and earn rewards.

Q90: How can I check my MTN loyalty points?

A90: Dial 1237# to check your MTN loyalty points balance.

Q91: How can I redeem my MTN loyalty points?

A91: Dial 1237# and follow the prompts to redeem your MTN loyalty points for rewards.

Q92: What rewards are available through the MTN loyalty program?

A92: Rewards include airtime, data bundles, and special offers. Visit the MTN website for more details.

Q93: How can I earn more MTN loyalty points?

A93: Use MTN services regularly, participate in promotions, and refer friends to earn more loyalty points.

Educational Services

Q94: How can I access MTN's educational services?

A94: Visit the MTN website or dial *123# to explore MTN's educational services and e-learning platforms.

Q95: What is the MTN Scholarship Scheme?

A95: The MTN Scholarship Scheme provides financial support to eligible students. Visit the MTN website for application details and eligibility criteria.

Q96: How can I apply for MTN Foundation grants?

A96: Visit the MTN Foundation website for information on available grants and the application process.

Q97: How can I access MTN's e-library services?

A97: Visit the MTN website or dial *123# to access e-library services and digital resources.

Q98: What is the MTN Digital Skills Training Program?

A98: The MTN Digital Skills Training Program offers courses and workshops to enhance digital literacy. Visit the MTN website for more details.

Q99: How can I participate in MTN Hackathons?

A99: Follow MTN on social media and visit the MTN website for information on upcoming hackathons and participation requirements.

Q100: How can I access MTN's job portal?

A100: Visit the MTN careers page on their website to access job listings and submit applications.

Network Issues

Complaint 1: My calls keep dropping.

Resolution: Ensure you are in an area with good network coverage. If the problem persists, contact customer service for further assistance.

Complaint 2: I am experiencing poor network coverage in my area.

Resolution: We apologize for the inconvenience. Please provide your location details, and we will escalate the issue to our network team.

Complaint 3: I have no network signal.

Resolution: Restart your phone and ensure your SIM card is properly inserted. If the issue continues, contact customer service.

Complaint 4: My internet connection is very slow.

Resolution: Ensure you have an active data plan and check your network settings. Contact customer service for further assistance.

Complaint 5: My phone shows "Emergency Calls Only".

Resolution: Restart your phone, ensure your SIM card is properly inserted, and check for network coverage. Contact customer service if the issue persists.

Data Issues

Complaint 6: My data is depleting too quickly.

Resolution: Check for background app usage and adjust your data settings. Contact customer service to review your data consumption.

Complaint 7: I did not receive the data bonus I was promised.

Resolution: Ensure you meet the criteria for the bonus. Contact customer service with your transaction details for assistance.

Complaint 8: I am unable to activate a data plan.

Resolution: Ensure you have sufficient airtime or credit and follow the correct activation steps. Contact customer service for help.

Complaint 9: My data plan was automatically renewed without my consent.

Resolution: Deactivate auto-renewal by dialing the appropriate USSD code or contacting customer service.

Complaint 10: My data plan expired before the stated validity period.

Resolution: Contact customer service with your data plan details for investigation and resolution.

SMS Issues

Complaint 11: I am unable to send SMS messages.

Resolution: Ensure you have sufficient airtime and the correct message center number. Contact customer service if the issue persists.

Complaint 12: I am not receiving SMS messages.

Resolution: Ensure your inbox is not full and your phone settings are correct. Contact customer service for further assistance.

Complaint 13: I am receiving unwanted promotional SMS messages.

Resolution: Opt-out of promotional messages by texting STOP to the appropriate shortcode or contacting customer service.

Complaint 14: My SMS messages are being delayed.

Resolution: Ensure you have good network coverage. Contact customer service if the issue continues.

Complaint 15: I am being charged for SMS messages I did not send.

Resolution: Contact customer service with the details for investigation and resolution.

Call Issues

Complaint 16: I am unable to make calls.

Resolution: Ensure you have sufficient airtime and good network coverage. Contact customer service if the issue persists.

Complaint 17: I am unable to receive calls.

Resolution: Ensure your phone is not on Do Not Disturb mode and check your network signal. Contact customer service for further assistance.

Complaint 18: My call quality is very poor.

Resolution: Ensure you have good network coverage. Contact customer service with the details for investigation.

Complaint 19: I am being charged for calls I did not make.

Resolution: Contact customer service with the call details for investigation and resolution.

Complaint 20: I am experiencing echo or noise during calls.

Resolution: Ensure you have good network coverage. Contact customer service for further assistance.

Recharge Issues

Complaint 21: I recharged my account but did not receive the airtime.

Resolution: Provide the recharge details to customer service for verification and resolution.

Complaint 22: I am unable to recharge my account.

Resolution: Ensure you are using the correct recharge code and have sufficient balance. Contact customer service for assistance.

Complaint 23: I was overcharged for a recharge.

Resolution: Provide the transaction details to customer service for investigation and resolution.

Complaint 24: My airtime balance is incorrect.

Resolution: Review your recent transactions. Contact customer service for further assistance if discrepancies are found.

Complaint 25: I did not receive my bonus airtime.

Resolution: Ensure you meet the criteria for the bonus. Contact customer service with the recharge details for assistance.

Billing Issues

Complaint 26: I am being charged incorrectly for my services.

Resolution: Review your bill for any discrepancies. Contact customer service for further assistance.

Complaint 27: I did not receive my bill on time.

Resolution: Ensure your contact details are up to date. Contact customer service to resend the bill.

Complaint 28: My bill is higher than expected.

Resolution: Review your usage and recent transactions. Contact customer service for further assistance.

Complaint 29: I am unable to pay my bill online.

Resolution: Ensure you are following the correct payment steps and have sufficient funds. Contact customer service for help.

Complaint 30: I was double charged for my bill.

Resolution: Provide the payment details to customer service for verification and resolution.

SIM Card Issues

Complaint 31: My SIM card is not working.

Resolution: Ensure the SIM card is properly inserted and restart your phone. Contact customer service if the issue persists.

Complaint 32: I lost my SIM card.

Resolution: Visit an MTN service center with a valid ID to request a SIM replacement.

Complaint 33: My SIM card is not being recognized by my phone.

Resolution: Ensure the SIM card is properly inserted and your phone is unlocked. Contact customer service for further assistance.

Complaint 34: I am unable to activate my new SIM card.

Resolution: Follow the activation instructions provided. Contact customer service for help if the issue persists.

Complaint 35: My SIM card was blocked.

Resolution: Contact customer service to unblock your SIM card or visit an MTN service center.

Mobile Money Issues

Complaint 36: I am unable to register for MTN Mobile Money.

Resolution: Ensure you meet the registration requirements and follow the correct steps. Contact customer service for assistance.

Complaint 37: My Mobile Money transaction failed but I was debited.

Resolution: Provide the transaction details to customer service for investigation and resolution.

Complaint 38: I am unable to withdraw money from my Mobile Money account.

Resolution: Ensure you have sufficient funds and follow the correct withdrawal steps. Contact customer service for help.

Complaint 39: I am unable to transfer money using Mobile Money.

Resolution: Ensure you have sufficient funds and the recipient's details are correct. Contact customer service if the issue persists.

Complaint 40: My Mobile Money account balance is incorrect.

Resolution: Review your recent transactions. Contact customer service for further assistance if discrepancies are found.

Roaming Issues

Complaint 41: I am unable to use my phone while roaming.

Resolution: Ensure roaming is activated on your account and your phone settings are correct. Contact customer service for assistance.

Complaint 42: My roaming charges are too high.

Resolution: Review the roaming rates and usage. Contact customer service for clarification and possible adjustments.

Complaint 43: I did not receive roaming notifications.

Resolution: Ensure your contact details are up to date. Contact customer service to ensure you are subscribed to notifications.

Complaint 44: I am unable to activate roaming.

Resolution: Follow the activation instructions provided. Contact customer service for help if the issue persists.

Complaint 45: My roaming data is not working.

Resolution: Ensure you have an active data plan and your phone settings are correct. Contact customer service for assistance.

Value-Added Services Issues

Complaint 46: I am unable to subscribe to a value-added service.

Resolution: Ensure you have sufficient airtime or credit and follow the correct subscription steps. Contact customer service for assistance.

Complaint 47: I was charged for a value-added service I did not subscribe to.

Resolution: Contact customer service with the transaction details for investigation and resolution.

Complaint 48: I am unable to unsubscribe from a value-added service.

Resolution: Follow the unsubscription instructions provided or contact customer service for help.

Complaint 49: The value-added service is not working as expected.

Resolution: Ensure you meet the requirements for the service. Contact customer service for further assistance.

Complaint 50: I did not receive the value-added service I paid for.

Resolution: Provide the transaction details to customer service for verification and resolution.

Promotions and Offers Issues

Complaint 51: I did not receive the promotional offer I was promised.

Resolution: Ensure you meet the criteria for the offer. Contact customer service with the promotion details for assistance.

Complaint 52: I am unable to activate a promotional offer.

Resolution: Ensure you have sufficient airtime or credit and follow the correct activation steps. Contact customer service for help.

Complaint 53: The promotion ended earlier than stated.

Resolution: Check the promotion terms and conditions. Contact customer service for clarification and assistance.

Complaint 54: I was charged for a promotion that was supposed to be free.

Resolution: Provide the transaction details to customer service for verification and resolution.

Complaint 55: The promotional code I received is not working.

Resolution: Ensure the code is correctly entered and still valid. Contact customer service for assistance.

Customer Service Issues

Complaint 56: I am not satisfied with the resolution of my complaint.

Resolution: Please escalate the issue to our customer service manager or send an email to our support team for further review.

Complaint 57: The customer service representative was rude.

Resolution: We apologize for the inconvenience. Please provide details of the interaction for further investigation and corrective action.

Complaint 58: I am unable to reach customer service.

Resolution: We apologize for the inconvenience. Please try our alternative contact methods such as email or visit an MTN service center.

Complaint 59: My complaint was not resolved within the promised time.

Resolution: We apologize for the delay. Please provide your complaint reference number for expedited resolution.

Complaint 60: I did not receive a response to my email inquiry.

Resolution: We apologize for the delay. Please resend your inquiry or contact us via phone for immediate assistance.

Device Issues

Complaint 61: My device purchased from MTN is not working.

Resolution: Ensure the device is within the warranty period and visit an MTN service center for repair or replacement.

Complaint 62: I did not receive my device after purchase.

Resolution: Provide the purchase details to customer service for verification and resolution.

Complaint 63: My device is not compatible with MTN's network.

Resolution: Ensure your device supports the required network bands. Contact customer service for further assistance.

Complaint 64: My device warranty was not honored.

Resolution: Provide the warranty details to customer service for investigation and resolution.

Complaint 65: I am unable to set up my new device.

Resolution: Follow the setup instructions provided. Contact customer service for assistance if the issue persists.

Security Issues

Complaint 66: My account was hacked.

Resolution: Contact customer service immediately to secure your account and investigate the issue.

Complaint 67: I received a phishing SMS or call.

Resolution: Do not respond to the message or call. Report it to customer service for further action.

Complaint 68: I lost my phone and need to block my line.

Resolution: Contact customer service immediately to block your line and prevent unauthorized use.

Complaint 69: My personal information was compromised.

Resolution: Contact customer service to secure your account and investigate the issue.

Complaint 70: I am receiving spam messages and calls.

Resolution: Contact customer service to block the spam numbers and report the issue.

Subscription Issues

Complaint 71: I am unable to subscribe to a service.

Resolution: Ensure you have sufficient airtime or credit and follow the correct subscription steps. Contact customer service for assistance.

Complaint 72: My subscription was renewed without my consent.

Resolution: Deactivate auto-renewal by dialing the appropriate USSD code or contacting customer service.

Complaint 73: I did not receive the benefits of my subscription.

Resolution: Ensure you meet the criteria for the subscription. Contact customer service with your subscription details for assistance.

Complaint 74: I am unable to unsubscribe from a service.

Resolution: Follow the unsubscription instructions provided or contact customer service for help.

Complaint 75: I was charged for a subscription I did not sign up for.

Resolution: Contact customer service with the transaction details for investigation and resolution.

Account Issues

Complaint 76: My account was suspended without notice.

Resolution: Contact customer service to understand the reason for suspension and resolve the issue.

Complaint 77: I am unable to access my account.

Resolution: Ensure you are using the correct login details. Contact customer service for assistance if the issue persists.

Complaint 78: My account details were changed without my consent.

Resolution: Contact customer service immediately to secure your account and investigate the issue.

Complaint 79: I am unable to update my account information.

Resolution: Ensure you are following the correct steps. Contact customer service for assistance.

Complaint 80: My account balance is incorrect.

Resolution: Review your recent transactions. Contact customer service for further assistance if discrepancies are found.

App Issues

Complaint 81: The MTN app is not working on my phone.

Resolution: Ensure your app is updated to the latest version. If the issue persists, reinstall the app or contact customer service.

Complaint 82: I am unable to log in to the MTN app.

Resolution: Ensure you are using the correct login details. Contact customer service for assistance if the issue persists.

Complaint 83: The MTN app crashes frequently.

Resolution: Ensure your app is updated to the latest version. If the issue persists, reinstall the app or contact customer service.

Complaint 84: I am unable to make payments through the MTN app.

Resolution: Ensure you have sufficient funds and follow the correct payment steps. Contact customer service for assistance.

Complaint 85: I did not receive a confirmation for my transaction on the MTN app.

Resolution: Provide the transaction details to customer service for verification and resolution.

Miscellaneous Issues

Complaint 86: I am not satisfied with the overall service.

Resolution: We value your feedback. Please provide specific details so we can address your concerns and improve our services.

Complaint 87: I am unable to find information on the website.

Resolution: Please visit our website or contact customer service for detailed information on our services.

Complaint 88: The website is difficult to navigate.

Resolution: We value your feedback. Please provide specific details so we can improve our website's user experience.

Complaint 89: I did not receive a response to my social media inquiry.

Resolution: We apologize for the delay. Please try our alternative contact methods or visit an MTN service center for immediate assistance.

Complaint 90: I am unable to register for a service online.

Resolution: Ensure you are following the correct registration steps. Contact customer service for assistance if the issue persists.

General Issues

Complaint 91: The service center was closed during working hours.

Resolution: We apologize for the inconvenience. Please check our website for updated service center hours or contact customer service.

Complaint 92: The call center wait times are too long.

Resolution: We apologize for the inconvenience. We are working to improve our call center response times. Please try our alternative contact methods.

Complaint 93: The service center does not have sufficient staff.

Resolution: We apologize for the inconvenience. We are working on staffing improvements to better serve our customers.

Complaint 94: The service center does not have accessible facilities for disabled customers.

Resolution: We apologize for the inconvenience. Please contact customer service for information on accessible service centers.

Complaint 95: The service center does not have enough seating for customers.

Resolution: We apologize for the inconvenience. We are working on improving our service center facilities for customer comfort.

Feedback Issues

Complaint 96: My feedback was not acknowledged.

Resolution: We apologize for the oversight. Please resubmit your feedback or contact customer service directly.

Complaint 97: MTN does not offer a service I need.

Resolution: We value your feedback and continuously work to expand our services. Please provide details so we can consider them for future offerings.

Complaint 98: The service center was not clean.

Resolution: We apologize for the inconvenience. We will address this issue with the service center management to ensure cleanliness.

Complaint 99: The website is down.

Resolution: We apologize for the inconvenience. Our technical team is working to resolve the issue. Please try again later.

Complaint 100: I did not receive my refund on time.

Resolution: Provide the refund details to customer service for verification and resolution.