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Facing issue in Net Banking

1 message

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To: support@hdfcbank.com

Mon, May 2, 2022 at 2:58 PM

Hi team,

I am facing a strange error message which not at all make sense to me.

1. Getting the error message when accessing smart pay under the credit cards tab. The error message can be referred in the attached screenshot

Steps:

- Log on to Internet Banking
- Click on Cards Tab
- Click on Transact Tab on the left side pane.
- Click on Smart Pay ==> Here Getting Error message.
path: Internet Banking => Cards => Transact => SmartPay

2. Similar Error message is occurring when I click on BillPay/Recharge tab.

One Feedback is Error name should be more specific than the generic message, And Customer Care personnel should be aware of the possible reasons for the error message.

PFA screenshots for respective error details

Please fix it as soon as possible.

Thanks,
Naveen Ponguru

3 attachments



BillPayAndRecharge_Tab_error_Screenshot_V2.png
244K



BillPayAndRecharge_Tab_error_Screenshot 2022-05-02 134756.png
239K

CARDS_SmartPay_Error_Screenshot_2022-05-02 134701.png
260K

