

1- Customer made IMT as cash pick up, and he entered the receiver name wrongly.
Transaction status available for refund, or collection;

Answer: - Great and ask if the inquiry regarding the same number, Verify the customer

- Check the cc portal and get the transaction id.
- Open and search the IMT portal with the transaction id.
- Inform customer the cash is ready for pick up from MoneyGram locations; advise the customer to double check the details with the recipient, if ok offer other assistance, closure and bye.
- If customer requesting for money reversal, process the reversal in the IMT support tool; if done this don't forget to add it to the reversal spreadsheet
- If any error occurred while processing the reversal ; make a complaint (mention nature and type, required details)

Complaint Nature: International Money Remittance

Complaint Type: Available for refund or collection

Description: (Ask Johnny About The Required Details)

MoneyGram ID: 295823 (arbitrary)

Account Number: 97154324353 (arbitrary)

Date and time: 5/13/2023 – 11:15 PM

Status:.....

and tell the customer within 5 working days one of our concerned teams will contact you for the feedback, if ok, offer any other assistance, closure and have a good day.

2- Customer made cash out to a bank account 4 days ago, but the amount didn't deposit to the beneficiary account?

Me: Good afternoon, this is Osama from e& money.

Me: Is the inquiry regarding the same number?

CST: yes,

- Verify Customer
- Me: Ask the day they made the transfer in case of they sent money out of the SLA and have to wait more as the cashing out to bank account takes happens within 2 working days excluding Saturday and Sunday and public holidays;
- Check the Portal for the transaction detail
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- advise the SLA if it didn't complete the 2 working days
- If the transaction shows status successful, and completed 2 working days then;
 - We will create a complaint with the following info:
 - Complaint Nature (Billing): mwallet-consumer
 - Complaint Type: fund-out to bank
 - Description:
 - Account number:
 - Amount:

Assessment
Ahmed Abo Zeid

- Date and Time:
- Transaction ID:
- IBAN:

Ask customer if they need any other assistance, no? Closure, bye

3- Customer made cash in using his bank application, and he exceeded the limits.

Answer: Greeting and offering assistance;

- Do the required verification with considering the gender.
- Check the customer limits, it exceeded the allowed amount.
- Inform the customer that I will reverse the amount to his source account;
- From the Financial Admin in the cc portal;
 - o Press on custody account;
 - o Ask the customer for the source account IBAN number
 - o Search the unresolved deposit with the IBAN and press reverse the transaction.
 - o Inform the customer that the amount will be reflected in the source account in 24-48 hours.

Offer further assistance, NO? Closure, have a great day.

- Don't forget to fill the suspense spreadsheet with the resolved transaction details

4- CST made IMT, transaction status is in process. And he is contacting us for the 1st time.

Answer: Greeting and offering assistance;

- Do the required verification with considering the gender.
- Check the transaction in cc portal then take the Transaction ID to search the IMT portal for this transaction.
- Transaction status is in process.
- We will raise a complaint, please hold on for 2 minutes;
- Complaint Nature(Billing): mwallet-consumer
- Complaint Type: International Money Remittance
- Description:
 - o MoneyGram Transaction ID:
 - o Date:
 - o Status:

Come back from the hold, apologize for lateness, inform the customer the complaint will take 5 working days and one of our concerned team will contact you again with the feedback,

- Offer further assistance, no – closure , have a good day.