**SOLO CUSTOMERS – FAS**

1. Can I register to SOLO using my overseas mobile number?

* Only Sri Lankan registered mobile numbers can be registered to SOLO.

1. Can I change my registered mobile number in SOLO?

* Yes, you can. You have to delete the existing profile and create a new SOLO profile by contacting SOLO Support on 0114 523 523.

1. Can I login to the same SOLO profile from multiple phones at the same time?

* You are unable to login for the same SOLO profile from multiple phones at the same time.

1. How much space does SOLO app consume?

* Android – 12 MB
* Huawei – 51 MB
* IOS – 105 MB

1. Can I top up the SOLO Max Wallet using my debit / credit card?

* SOLO Max Wallet can be topped up only using a bank account. It can be topped up by both HNB and non-HNB accounts.

1. Do I need to have a HNB account to use SOLO?

* SOLO can be downloaded by any bank account holder.

1. Can I check my account / card balance from SOLO?

* Account / Card balance can’t be checked.

1. I have registered to SOLO using my old NIC number. Can I update my new NIC number to SOLO?

* Yes, you can. You have to delete the existing profile and create a new SOLO profile by contacting SOLO Support on 0114 523 523.

1. Can I set a standing order / scheduled payment in SOLO?

* Standing order / scheduled payment can’t be set.

1. My Account has been debited but merchant didn't receive the notification. Why is that?

* Inform the merchant to check their transaction in the merchant app. If the particular transaction does not appear, please contact SOLO Support on 0114 523 523.

1. What should I do if the merchant denies that he didn't receive the funds?

* Show the transaction to the merchant from transaction history, and inform the merchant to check their transactions in the merchant app. If the particular transaction does not appear, please contact SOLO Support on 0114 523 523.

1. Can SOLO be used on rooted or jailbroken devices?

* SOLO cannot be used on rooted or jailbroken devices