**Conditions of Failure: Digital Banking**

# My beneficiary's account is not yet credited with the amount I have transferred

Please use 'raise a query' option available in support section in the app using your transaction reference number. You could also track your query from time to time.   
You can now browse our 'Discover our features' videos available in support section of our app for a demo of various features available in our app.

# From the list of beneficiaries, I am not able to see the name of beneficiary I have added earlier

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# I have transferred an amount of $XXX to a beneficiary. But the transaction has been rejected and credited back to my account. What could be the reason?

The reason for reversal of funds into your account could be incorrect beneficiary details entered. kindly check and confirm the beneficiary details before re-initiating the transaction. You can now browse our 'Discover our features' videos available in support section of our app for a demo of various features available in our app.  
  
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# If a transaction is not credited to the beneficiary account, does the remitter get back the money?

Yes. If the beneficiary's bank is unable to credit the beneficiary's account for any reason, the former will return the money to the remitting bank within 2 hours. Once the amount is received by the remitting bank, it is credited to the remitter's account by the branch concerned.

# What should be done if customer does not find old transaction on the screen?

Please use smart search option for old transaction using date /amount/tag etc.

# What should be done if customer does not find transaction older than 3 years?

Please contact branch and put request for older transaction Or your request will be taken by us and will be forwarded to our specialized team/Branch for resolution

# What is the next step after raising the query?

Dear Customer, please select Track Query option to get the status update and reply to your query

# How to track the query after it has been raised?

Dear Customer, you can smart search by using your details for tracking the query

# What to do if there is discrepancy in last login information?

User may raise a query using the hamburger menu > Support and the support team will take necessary action to clarify user on last login details

# My Occupation is not in the given list. What should I do?

Select Others and then write details

# I am not able to upload my image.

To be discussed with technical team

# The changes I have made in my profile are not being saved

User will be asked about the fields that have been modified and a query is raised to address this issue

# I am unable to view the modified/changed information in my profile

User will be asked about the fields that have been modified and a query is raised to address this issue

# The changes I have made in my profile are not being saved

User will be asked about the fields that have been modified and a query is raised to address this issue