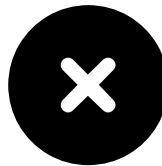


# E-SERVICES



james.pennycuick@impbrands.com



## Payment Not Completed

We were unable to process your payment. This could happen if the payment was cancelled or not completed in the payment portal.

### ⚠ Error Details

**Reference Number**

BI25500135885

**Payment Channel**

MAYA

**Attempted Date**

November 14, 2025 02:34 PM

**Reason****i** Payment verification failed**Q**Common Reasons for Failed Payment:

- Payment was cancelled before completion
- Payment portal session timeout
- Insufficient funds in the payment method
- Network connection issues during payment
- Payment gateway downtime or maintenance

**ⓘ What Should You Do?**

1. Check your payment method has sufficient funds
2. Ensure stable internet connection
3. Try again using the same or different payment method
4. If problem persists, contact our support team

 **Try Payment Again (</OrderOfPaymentSlip?referenceNo=BI25500135885>)**

 **View My Transactions ([/Transactions](#))**

 **Return to Dashboard ([/](#))**

 **Note:** Your reference number (**BI25500135885**) is still valid. You can retry payment anytime within 5 days. No charges were made to your account.

