1. I paid for printing of my jamb result I was debited twice, and none of the payment is reflecting on my profile. Please I need refund of the unused payments.

Answer:

1. I made a payment for UTME data correction, due to the network issue on that day I mistakenly paid thrice for the same transaction. Can I get refund of the unused payments?

Answer:

1. I applied for condonement of illegimate admission, my application was disapproved, I need a refund since my application was not approved.

Answer:

1. I paid for my jamb admission letter/ result slip printing, it was successful but I can't download / print it, each time I tried it will only load but wouldn't love to download for me to print.

Answer:

1. I have made payment of jamb result/admission letter print out but I’m unable to print it, I hope I wouldn’t need to make further payment?

Answer: No, you will not need to make further payment provided that you still have usages left. Yes, you will need to make a new payment if you have exhausted your limit of printing.

1. I paid for jamb registration pin with my ATM but I was not able to get my e-pin.

Answer: Please send UTMEPIN or DEPIN to 55019 respectively from registered UTME/DE phone number.

1. I bought DE pin instead of UTME pin
   1. If you are yet to validate the e-pin, please go back to your financial institution to drop the DE pin and vend a UTME pin.
2. I bought UTME instead DE e-pin
   1. If you are yet to validate the e-pin, please go back to your financial institution to drop the UTME pin and vend a DE pin.
   2. You can sit for the UTME exam and later convert to DE after the exam.
3. I have paid successfully; it has been approved on the portal but I can't print my result.

Answer: Please visit any nearest CBT center for help on how to print result slip.

1. I tried printing the jamb original result slip/ admission letter after my payment and it is showing me load report failed.
   1. Answer: Please visit any nearest CBT center for help on how to print result slip.
2. I was debited twice when I try to make payment for the printing of my regularized Jamb admission letter. Although the duplicate does not reflect on my jamb profile/account. Attached to this is an evidence of the debit alerts.

Answer:

1. I paid for change of course/institution on my portal, instead of OTP, it's saying transaction not successful.

Answer:

1. I paid through remita using ussd to pay for change of course and the payment was successful but am unable to process the change of course.

Answer:

1. I paid for UTME e-pin but I’m yet to receive the pin

Answer: