Hello

Hello, how can I help you?

I have an issue, when I try to topup my balance. I have used your mobile app for this. But it did not work. It shows some error. Like request can not be completed. Could you please help me with this?

Yes sure. Which credit card bank did you use for this?

I used BOC card

Maybe your card has not enabled online shopping facility. Could you please check with another bank?

Ok. I will try that. Thank you very much