

Questions and Answers

Q: I am unable sign up as it shows location error

A: We will certainly assist you in this. Kindly get connected with us on support@famapp.in along with your area PIN code so that we can verify and have this addressed for you.

Q: My friend is able to use the app however, im unable to use the app

A: We would like to take a closer look at this. Please get connected with us on support@famapp.in with your area PIN code from your registered email ID, we will be glad to assist you in every possible way.

Q: I am getting area not available error, please rectify this error

A: We will certainly assist you in this. Kindly get connected with us on support@famapp.in along with your area PIN code so that we can verify and have this addressed for you.

Q: Do you provide credit services ?

A: Currently, we do not offer any credit services. We understand your concern and will notify you if such an option becomes available in the future. Thank you for your understanding.

Q: I want pocket loan, where can I find the option?

A: Please note that our app currently does not provide any loan or advance options. However, we are continuously working to improve our services and meet the needs of our users. You will certainly be notified if we launch any such services in future.

Q: Can you give me some money/ or as a goodwill ?

A: We regularly introduce rewards and offers for our users. Stay tuned for updates on our latest promotions and incentives. However, we regret to inform you that we won't be able to assist you with any credits at this time. Keep an eye out for our latest offers and giveaways!

Q: I added someone as beneficiary by mistake, how to remove it?

A: We certainly understand your concern but once an beneficiary is added, the same cannot be removed. We request your kind understanding in this regard!

Q: My app says Beneficiary limit reached for today. Can I remove a benificiary and add new one

A: We apologize for any inconvenience caused. We regret to inform you that you can add up to five beneficiaries in a day, and you can add additional beneficiaries after 24 hours. Additionally, once a beneficiary is added, it cannot be changed. We hope this resolves your concern.

Q: Do you still have games option available in your app?

A: We apologize for the inconvenience. Currently, the games option is paused for now. If we come up with any such feature, you will certainly be notified.

Q: I forgot my email, can you please tell me which email I used

A: You will see a masked email ID during login. Please try to recall and log in with your email ID. If you still have issues, kindly reach out to Google support to retrieve your email ID details.

Q: I'm unable to open the app now, as I do not have access to my registered email. Please help

A: We recommend reaching out to Google support to attempt to recover your email ID. Once you have access to your email ID, you should be able to log in to FamApp without any issues. If you require further assistance, please get connected with us on support@famapp.in, we will be happy to help you.

Q: My gmail is permanently deleted, please help me login to my account

A: We apologize for any inconvenience caused. Please contact the Google support team for your assistance in recovering your Gmail account. Additionally, provide an email confirmation from Google stating that your Google account has been permanently deleted. This confirmation will help us further assist you with prompt resolution.

Q: Hello I want to know is there any reward for referer

A: We certainly understand your concern. We regret to inform you that currently the refer and earn option is paused. You will be notified once the option is live again.

Q: Using a friend's referral code, I recently bought your Ultra membership, but I never got the promised money

A: Thank you for raising your concern. As per our T&C's, both referrer and referee should have purchased Ultra membership in order to get the referral benefit. I hope this addresses your concern.

Q: I referred my friend to open an account on FamApp but not recieved any reward

A: We certainly understand your concern. We regret to inform you that currently the refer and earn option is paused. You will be notified once the option is live again.

Q: Where do I find the referral code?

A: Kindly go to the homepage of your FamApp and scroll down to the "Refer now" section. Click on the same, and you'll find an option to refer your friends through a message.

Q: What documents do i need to get this credit card

A: Thank you for reaching out. For any required assistance regarding the application process, please reach out to the IDFC Customer Care at 1800 10 888 or email them at banker@idfcfirstbank.com. The experts will get connected to address your query and help you in every possible way.

Q: What is the application status of my IDFC credit card

A: We understand your concern. For any required assistance regarding the application process, please reach out to IDFC Customer Care at 1800 10 888 or email them at banker@idfcfirstbank.com.

Q: What is the fixed deposit based credit card?

A: We understand your concern. For any required assistance regarding the application process, please reach out to IDFC Customer Care at 1800 10 888 or email them at banker@idfcfirstbank.com.

Q: Can I get a callback for more information on this credit card?

A: We request you to reach out to IDFC Customer Care at 1800 10 888 or email them at banker@idfcfirstbank.com for any required assistance

Q: Is there any annual charges If I get this card?

A: We would like to inform you that the card is life time free without any charges

Q: Where can I find this keeper option in my app?

A: Once you open the FamApp, you will get "Keeper" option on the bottom right corner.

Q: I am unable to access my keeper wallet in my Iphone, Please help

A: We are sorry for the inconvenience. Currently, the keeper option is not live on iOS. We will surely notify you once it's live.

Q: How to add money in my keeper ?

A: Every time you get some money in your FamX account, a piece of your cash can go straight into Keeper wallet. Choose your slice, maybe 5% or 10% of each deposit, It will automatically move to Keeper. You're saving without even trying.

Q: Do I earn/get interest if I save money in keeper?

A: Currently, there is no interest provided on keeper. We will keep you posted if there is any further update on the same.

Q: What is the maximum amount that I can deposit or save in Keeper?

A: We would like to inform you that there is no limit, you can save any amount in your keeper wallet.

Q: I sent money from my wallet to keeper, but the transaction is in processing status. What should I do?

A: We are extremely sorry for the trouble. Requesting you to please wait for 2 working days as transaction is in processing state. Within these 2 days either amount will be added to keeper or it will be refunded back to your wallet. Please feel free to get connected with us on support@famapp.in if you need any further assistance, we will be happy to help you in every possible way.

Q: I tried adding funds to my keeper but the transaction got failed, why?

A: We are sorry for the trouble. In case, if the transaction is failed the amount will be refunded back to the source account Instantly. We request you to check your account balance. Kindly try again and the transaction should be successful. If the issue persists, please reach out to us on support@famapp.in along with the error screenshot so that we can check and assist you further.

Q: I tried sending money from my fam wallet to keeper, money got debited from my fam wallet

A: We will certainly assist you in this, we would request you to check your keeper balance and the amount should have already been added there. If not, please get connected with us on support@famapp.in along with the transaction screenshot from your registered email ID. We are working round the clock to provide the best experience possible.

Q: Where can I customize the icons

A: We request you to please go to the payment page and at the top, there is a star symbol please click on it and there you will find the option to customize the app icons.

Q: How much is charged to customize the app/ icons and QR in my app?

A: Please note that there are different charges for the app icon and QR theme customization, so we request you to please look at the prices mentioned on the app then proceed with the purchase.

Q: Are there free customizations available?

A: We sorry to inform you that we do not have a free customization available at the moment. If we come up with any such feature, you will certainly be notified.

Q: I tried loading money to my digi gold, why does transaction shows failed?

A: We would like to take a closer look at your concern. Kindly share the error screenshot on support@famapp.in from your registered email ID in order to check and have this resolved for you.

Q: I have sufficient balance in my fam wallet, however it still fails when I try to add money to Digi gold!

A: We would like to take a closer look at your concern. Kindly share the error screenshot on support@famapp.in from your registered email ID in order to check and have this resolved for you.

Q: I tried adding money to my digigold, the money went to processing please resolve it right now

A: We are sorry for the trouble. Requesting you to please wait for 2 working days as the transaction is in processing status. Within this time, the amount will either reach the destination or it will be refunded back to your FamXwallet. In case if you still need any assistance, please share the transaction screenshot to support@famapp.in from your

registered email ID. Our team will verify and assist you accordingly.

Q: Digi gold section is not opening

A: We apologize for the inconvenience caused. Please reinstall your FamApp and try again; this should resolve the issue. If the problem persists, kindly share the error screen recording with us at support@famapp.in so that we can investigate and resolve it for you.

Q: How much returns do I get if i invest money in digi gold

A: The price of DigiGold fluctuates in accordance with market values. It's important to monitor the Digi gold price on the app before making a decision to sell. I hope this addresses your concern.

Q: Im unable to sell my digi gold, why?

A: We apologize for the inconvenience caused. Please note that the minimum gold balance should be Rs 10/- and you can sell the DigiGold after 48 hours of purchase. In case if you still need any assistance, please share the transaction screenshot to support@famapp.in from your registered email ID. Our team will verify and assist you accordingly.

Q: I am not able to open the app, says "something went wrong"

A: We apologize for the inconvenience caused. Please reinstall your FamApp and try again; this should resolve the issue. If the problem persists, kindly share the error screen recording with us at support@famapp.in so that we can investigate and resolve it for you.

Q: When I try to press pay button, it does not work

A: We apologize for the inconvenience caused. Please reinstall your FamApp and try again; this should resolve the issue. If the problem persists, kindly share the error screen recording with us at support@famapp.in so that we can investigate and resolve it for you.

Q: When I try to download the app from play store it shows not compatible error, please help

A: We would like to take a closer look at your concern. Kindly share the error screenshot on support@famapp.in from your registered email ID in order to check and have this resolved for you.

Q: I'm trying to verify my aadhar, but Im not getting OTP in my number

A: We would like to inform that your Aadhaar card should be linked to an active number and SMS plan should also be active.

If you are still facing any issues, kindly get connected with us on support@famapp.in from your registered email ID. Our experts will get in touch with you to have this resolved at the earliest.

Q: I m not getting Aadhar UIDAI OTP ?

A: We are sorry to hear that. We would like to inform that your Aadhaar card should be linked to an active number and SMS plan should also be active.

Q: My Screen is stuck on digi locker screen and I m not getting the OTP?

A: We are sorry for the inconvenience caused. Requesting you to please try re-setting the Digilocker password and check again. The issue should be resolved.

Q: I have an Issue during selfie verification ?

A: We are sorry to hear that. Requesting you to check if the camera permission has been granted and ensure you are in the circle and your entire face is visible and not covered. Also no props to be used.

Q: I have concern for Video KYC charges debited from my account but the amount has not been refunded as payment the transaction was not successful ?

A: We hear you. Your money is safe and will be refunded back to the source account within 3-7 working days. Please do not consider Saturday, Sunday and government holidays in business days.

Q: I tried paying for video KYC verification, it says processing.

A: We apologize for the trouble. Requesting you to wait for 5-7 working days. The transaction would be either successful or amount will be refunded back. If you are still facing any issues, kindly get connected with us on support@famapp.in from your registered email ID. Our experts will get in touch with you to have this resolved at the earliest.

Q: I tried paying for video KYC verification, it says processing now, can you cancel this transaction so that i can try again?

A: We apologize for the trouble. Requesting you to wait for 5-7 working days. The transaction would be either successful or amount will be refunded back. Also, unfortunately, we will be unable to cancel the transaction from our end.

Q: My KYC verification limit is reached, how can I reverify my KYC?

A: We apologize for the inconvenience caused and would like to inform you that a limited number of attempts are available for completing the KYC verification process, which is essential for security purposes. It seems that your attempts have been unsuccessful due to incorrect submission of KYC documents.

Q: I have exhausted all my KYC limits to complete verification. Can I get one more attempt to complete KYC as I'm very much interested in using the Fam app?

A: We apologize for the inconvenience caused and would like to inform you that a limited number of attempts are available for completing the KYC verification process, which is essential for security purposes. It seems that your attempts have been unsuccessful due to incorrect submission of KYC documents. Unfortunately, you will be unable to verify now.

Q: It says server error when i request for OTP in digilocker

A: We apologize for the inconvenience. Please retry and ensure that your Aadhaar is linked with an active mobile number to receive an OTP.

Q: Can you please guide me what is Digilocker as i m trying to complete KYC wanted to know abt this aadhar verification process?

A: We understand your concern and will surely assist you. Digilocker is like a digital vault where you can store important documents and certificates issued by the government. It's an online platform provided by the Indian government where you can access and manage your documents digitally anytime, anywhere.

Q: Can I use my parent's Aadhar card to create my account?

A: Thank you for reaching out. To create a FamApp account, the documents should be under your name only. You cannot use your parents Aadhar card to create your account.

Q: I had uploaded my Parent's PAN card earlier, can I delink the old PAN details and link my own PAN card?

A: Thank you for reaching out. Once the PAN details are linked with your account, the same cannot be changed. I hope this addresses your concern!

Q: Can i change my Aadhar registered with FamApp?

A: We are sorry to inform you that once you have registered your Aadhar details there is no option to edit and make any changes.

Q: when i try to open a new account, It says my Aadhar is already Used.

A: We hear you. If you already have a registered FamApp account with the same Aadhar details, you will not be able to create a new account. If you haven't registered on our platform yet and are still facing this error, please contact us at support@famapp.in so we can investigate and resolve this for you.

Q: I m not able to verify my adhar it says "location not verified " what should i do know ?

A: We apologize for any inconvenience caused. Please note that to verify your details, you must be physically present at the address listed on your Aadhar card. If not, you will have to verify through video KYC by paying INR 99/-.

Q: I have updated the correct adhar details and pan card details still it says aadhar Mis-Match , what i do know ?

A: We are sorry to hear that. The names should be identical on both the documents you are using including first, middle and last name. Requesting you to retry and check again

Q: I do not have Adhaar Card. Is there any way to open account without it?

A: We certainly understand your concern. However, we would like to inform you that Aadhar card is mandatory to open a Fam account.

Q: Why does it ask me to pay 49 INR now

A: We certainly understand your concern. However, to continue using your FamApp account and video KYC is mandatory. Hence, you are being asked to complete the same for hassle free experience.

Q: I need the refund of video KYC charges, which i have paid ?

A: We understand your concern. We would like to inform you that once the payment is done the same cannot be refunded.

Q: Can I pause the account now and resume it later?

A: Unfortunately, we do not have this feature to pause and unpause the account.

Q: I had requested for account closure. Can you please reactivate my account?

A: We are sorry to inform you that, account closure is a permanent activity. Once the account is closed, the same cannot be reactivated.

Q: Can you please close my account?

A: We are sorry to hear that you are leaving our platform. We would like to understand your concern better. Please reach out to us from your registered email ID at support@famapp.in, and one of our experts will connect with you to assist you in the best possible way.

Q: I want to cancel my account closure request?

A: We are happy to see that you want to continue using our FamApp services. Please connect with us from your registered email ID at support@famapp.in. We will revoke your account closure request.

Q: I am unable to access my account, why?

A: We will have this checked, kindly share an error screenshot to support@famapp.in from your registered email ID. Our experts will get connected with you to assist in the best possible manner.

Q: My device is temporary blocked, what's the reason?

A: Your device has been blocked due to multiple account logins on the same device. As a result, your device has been temporary blocked for 48 hours.

Q: Why my device is blocked?

A: Your device is permanently blocked due to multiple account logins in the same device, you can use a different device to login to your FamApp account.

Q: I have lost my SIM card, how can I login to my FamApp account?

A: We are sorry to hear that. We suggest you to purchase the duplicate sim of the same number to access your Fam account.

Q: I'm unable to make UPI transactions, it says payments blocked temporarily by authorities. Please unlock this

A: We will have this checked, kindly share an error screenshot to support@famapp.in from your registered email ID. Our experts will get connected with you to assist in the best possible manner.

Q: I'm unable to make UPI transactions, it says payments blocked. What should I do now?

A: We will have this checked, kindly share an error screenshot to support@famapp.in from your registered email ID. Our experts will get connected with you to assist in the best possible manner.

Q: When I am trying to create a new account, I am getting a Pop-up which says "My Aadhar is already used". Please fix this!

A: We are sorry to hear that. We would like to inform you that same Adhaar card cannot be used for two different accounts.

Q: I do not have aadhar linked number with me right now how do i complete the KYC process ?

A: We are sorry to hear that. We request you to visit UIDAI portal and get the new number linked to your Aadhar card.

Q: I have entered incorrect Aadhar details, how to change it?

A: Thank you for raising your concern. Once the Aadhar details are updated, the same cannot be changed.

Q: My old account is closed and I want to create a new one, can I do that by uploading same Aadhar and PAN details?

A: We understand your concern, but according to FamApp guidelines, users are not allowed to create multiple accounts using the same Aadhar number/PAN details. I hope this addresses your concern!

Q: I have purchased Plus/Ultra subscription. How to cancel it?

A: Unfortunately, once the subscription is purchased the same cannot be cancelled.

Q: I am trying to purchase Ultra membership and the payment is successfully done, but my subscription is still processing.

A: Kindly wait for 15-20 minutes and check back again, the issue should be resolved.

Q: How to purchase Ultra subscription and what are the benefits I get?

A: Kindly navigate to Famapp, Go to subscriptions, choose the Ultra subscription in order to purchase it. The benefits are Coin to cash converter option available once a month, with 10k to 100 INR respectively/6 free ATM withdrawals per year./ 2X Fam coins on Google Play recharge codes and gift cards./ Priority support for FamX Ultra users./Higher transaction limits/ Free fam X card (Previously)

Q: Where do i find the option to increase deposit limit?

A: We'd like to inform you that there's an option to raise the transaction limit within the FamApp. You can access this option on the Famx page at the bottom left. Simply scroll down, and you'll find an option for "Transaction Limits." Click on it, and you'll see an option to increase the transaction limit.

Q: I have opted for deposit switch, please cancel and refund my money.

A: We understand your concern but once the deposit switch is opted, the same cannot be cancelled. We request your kind understandings in this.

Q: What are the charges of monthly deposit switch?

A: Please note that the monthly deposit switch charges are Rs.39 to increase the limit up to Rs.10,000 (this includes a default limit of Rs.5,000), and an additional Rs.10 for every Rs.5,000 until Rs.50,000. After that, it is charge-free up to Rs.1,00,000.

Q: What are the charges of yearly deposit switch?

A: Please note that the yearly deposit switch plan for individuals below 18 years is Rs.299, and for those above 18 years, it is Rs.399. This plan offers a monthly limit of up to Rs.1,00,000/-

Q: Please cancel my yearly deposit switch feature and refund my money.

A: Unfortunately, once the deposit switch plan is purchased it cannot be cancelled or refunded.

Q: How to change my DOB?

A: Unfortunately, Once the KYC details are added, the same cannot be modified. Hence, the DOB change is not possible.

Q: How to change my registered phone number?

A: Unfortunately, the number change feature is not live for now. If we come up with any such feature, you will certainly be notified. We request your patience until then!

Q: I have entered incorrect name by mistake, how can I change it?

A: We regret to inform you that the option to change your name is currently unavailable on FamApp. Rest assured that we will notify you if this feature becomes available in the future.

Q: What is my account and IFSC number?

A: We are a prepaid wallet, we do not generate IFSC code/Account numbers.

Q: My parent's don't have a PAN card. I want higher transaction limit, what should I do?

A: We completely understand your concern. But as per IT guidelines, the PAN details are mandatory if you want to do a transaction of more than INR 50,000/- per year.

Q: Please share the steps to restore UPI ID.

A: Please ensure you send an SMS from the FamApp registered number and the SIM is active with the balance to verify the account. Also, ensure that you are using FamApp on

the same device you have your registered mobile number. Once the UPI is restored, from there on you can use UPI and scan for payments.

Q: How to change the UPI ID?

A: We request you to please go to the FamX page and swipe down on the QR code and you will find an option to manage UPI ID. Please be informed that you can customize your UPI ID up to 7 times, and it can be alphanumeric. However, please note that as per NPCI guidelines, your UPI ID must contain your first or last KYC verified name and cannot contain famous words such as ""apple"" or ""amazon,"" etc. Also, please be informed that each customization will cost you Rs 29.

Q: How can I set UPI PIN?

A: Please note that we do not have a separate UPI PIN. The PIN number for wallet- UPI transactions is synced with your phone's security lock. The fingerprint, PIN, or pattern you use to unlock your device is the same PIN used for your UPI transactions

Q: I want Free Card.

A: I understand your interest in obtaining a FamXcard for free. Regrettably, at this time, we don't offer free cards. However you can opt for free card via ultra membership.

Q: I have transferred funds to my friend through UPI, but the transaction is failed. Where is my money?

A: We will have this checked, kindly share an error screenshot to support@famapp.in from your registered email ID. Our experts will get connected with you to assist in the best possible manner.

Q: My UPI transaction is in pending status, what should I do now?

A: We will certainly assist you in this. Please send an email to support@famapp.in from your registered email ID along with the transaction screenshot, our team will verify and have this resolved for you.

Q: My UPI transaction is in processing status, please cancel and refund my money.

A: If the transaction status is processing, it usually takes 2 business days to settle. Within this time, the amount will either reach the destination or be credited back to you. Please note that working days do not include Saturdays, Sundays & Govt. Holidays.

Q: I have done a UPI transaction, but it is not successful. What is the status?

A: We will certainly assist you in this. Please send an email to support@famapp.in from your registered email ID along with the transaction screenshot, our team will verify and have this resolved for you.

Q: I have done a UPI transaction which is successful from my end but funds are not transferred to the receiver. What should I do now?

A: Kindly wait till 3 business days, if the funds aren't reflected in the receiver's wallet even after three days, Kindly share the written confirmation/bank statement of the

receiver on support@famapp.in from your registered email ID so that we can verify and have this resolved for you.

Q: I have not used my account for about 1 year now, I have some funds in my account. What should I do?

A: We would like to inform you that our program with IDFC is now closed. For any query related to the IDFC FamApp wallet, we request you to contact IDFC FIRST Bank on their toll-free number 1800 10 888 or send an email to banker@idfcfirstbank.com

Q: What happens when chargeback is raised for Payout transaction?

A: The chargeback process typically takes 30-45 days for resolution. During this time, the concerned parties will investigate the transaction and process the necessary actions. We kindly request your patience and understanding while the chargeback process is underway. Rest assured, we are actively monitoring the progress and will keep you updated on any developments or outcomes.

Q: My UPI transactions are failing, i tried multiple times. What should I do now?

A: We will have this checked, kindly share an error screenshot to support@famapp.in from your registered email ID. Our experts will get connected with you to assist in the best possible manner.

Q: How can I transfer funds directly to phone number.

A: Please follow the below steps to send funds directly through phone number.
Open Fam App>on the homepage pay contact option is there>enter number>send money (Only he is fam app ,if non Famapp User UPI ID can used to transfer funds).

Q: How to add funds to my wallet?

A: Tap on the Add Money (+) button on payment page home screen on FamApp. Enter the Amount and Description, and tap on Add Money.
Select any available option (show QR and receive money/receive via UPI ID/add a debit/credit card).
a.) Show QR and receive money-Tap on Show QR and receive money. Tap on share the QR code. Sender can scan the QR and send money.
b.) Receive via UPI ID- Tap on receive via UPI ID (copy UPI ID--> share the copied UPI ID with the person sending money--> once the sender initiates the txn, you will receive money)
c.) add a debit/credit card (3% charge applicable)- Tap on add a debit or credit card--> add details(card no., name on card, expiry, cvv)-->Tap on add--> Tap on securely save card for next time..
Tap on saved cards--> enter cvv --> Tap on add button--->enter OTP received on Fam registered no.

Q: The amount sent by my friend is in pending status, what should I do now?

A: We are sorry for the trouble. Requesting you to please check with the senders bank as the amount has not reached to our payment gateway.

Q: Why am I not able to load funds to my wallet?

A: We will certainly assist you in this. Please send an email to support@famapp.in from your registered email ID along with the transaction screenshot/error screenshot, screen recording, our team will verify and have this resolved for you.

Q: My wallet load is failed, may I know the reason?

A: We will certainly assist you in this. Please send an email to support@famapp.in from your registered email ID along with the transaction screenshot, our team will verify and have this resolved for you.

Q: I tried loading my wallet but the transaction was failed, when will I get the refund?

A: We are sorry for the trouble. Since the transaction is failed, the amount should have already been refunded back to the source account.

Q: I am unable to do a UPI txn, it says server down. What should I do now?

A: We apologize for any inconvenience this may have caused, we request you to please check with your internet connection and make sure your app is updated and if you are still facing same issue we request you to share screen recording so that we can assist you better.

Q: I am trying to activate my UPI ID but it says "SMS verification failed". What should I do now?

A: Please ensure you send an SMS from the FamApp registered number and the SIM is active with the balance to verify the account. Also, ensure that you are using FamApp on the same device you have your registered mobile number. Once the UPI is restored, from there on you can use UPI and scan for payments.

Q: Everytime i try to verify, it fails, is there any other form of verification like calling?

A: We would like to take a closer look at your concern. Kindly share the screen recording on support@famapp.in from your registered email ID in order to check and have this resolved for you. Awaiting your response!

Q: Why am I not able to setup my UPI account?

A: We are sorry for the trouble. Please ensure the following steps are taken before retrying the UPI ID setup:

A. Ensure your registered phone number has an active SMS plan for OTPs.

B. Select the primary SIM with the registered number for UPI transactions on dual SIM phones.

C. Keep the registered SIM and FamApp on the same device for smooth verification.

Please note if your still facing issue we request you to share a error screenshot so that we can assist you better.

Q: When I am trying to scan QR code for transaction, it's being failed. What should I do now?

A: We would like to take a closer look at your concern. Kindly share the screen recording on support@famapp.in from your registered email ID in order to check and have this resolved for you. Awaiting your response!

Q: My friend is trying to send money to my QR code but he is not able to do it. What's the issue?

A: We would like to take a closer look at your concern. Kindly share the screen recording on support@famapp.in from your registered email ID in order to check and have this resolved for you. Awaiting your response!

Q: Why am I not able to open my QR code?

A: We would like to take a closer look at your concern. Kindly share the screen recording on support@famapp.in from your registered email ID in order to check and have this resolved for you. Awaiting your response!

Q: Why am I not able to find collect request option?

A: Unfortunately, this feature is disabled for now. You will certainly be notified if we come back with this feature again.

Q: Why am I not able to see "Save the streak " option?

A: Unfortunately, this option is no longer available. Keep checking the app for new features and updates.

Q: How can I get my account statement?

A: Please send us an email on support@famapp.in with the start and end date of the statements you need from your registered email ID, and we'll be happy to assist you further.

Q: Can I use Famcard for International transactions?

A: We are sorry to inform you that currently Fam App does not support International transactions. If there is any update in the future we will notify you. Requesting your understanding in this regard.

Q: Why am I not able to do any recurring transaction?

A: We are sorry to inform you that currently Fam App does not support recurring transactions. If there is any update in the future we will notify you. Requesting your understanding in this regard.

Q: I have done a transaction to my friend who is also a Fam user but the transaction is failed. Where is my money?

A: We will certainly assist you in this. Please get connected with us on support@famapp.in from your registered email ID along with the transaction screenshot, our team will verify and have this resolved for you.

Q: I have transferred funds by mistake, please cancel and refund my money.

A: To better understand this issue, kindly send an email to support@famapp.in from your registered email ID. Please attach the transaction screenshot to the email. Once received, our team will provide the necessary assistance accordingly. Thank you for your cooperation.

Q: How to delete my transaction history?

A: We are sorry to inform you that currently there is no option to delete the transaction history.

Q: I am trying to do a transaction, it says "Limit reached Monthly". What should I do?

A: We apologize for any inconvenience caused. We kindly request you to wait until next month for the deposit limits to be refreshed. We appreciate your cooperation.

Q: I have not done this transaction but my money is deducted, please cancel and refund.

A: To better understand this issue, kindly send an email to support@famapp.in from your registered email ID. Please attach the transaction screenshot to the email. Once received, our team will provide the necessary assistance accordingly. Thank you for your cooperation.

Q: Why am I not able to do any transaction?

A: We will have this checked, kindly share an error screenshot to support@famapp.in from your registered email ID. Our experts will get connected with you to assist in the best possible manner.

Q: I have cancelled a transaction and awaiting refund from the merchant, when will I receive it?

A: We apologize for any inconvenience caused. We request you to kindly wait for refund to be processed until 5-7 working days ,Please remember that working days do not include Saturday, Sunday & Govt. Holidays. If you have any questions, please reach out to us on support@famapp.in from your registered email ID and we will be happy to help you.

Q: How to check my transaction history?

A: To check your transaction history on the FamX page, simply click on "View Your Transactions." Alternatively, you can email us at support@famapp.in for assistance. When requesting a statement, please mention the start date and end date of the transaction for your convenience.

Q: I have done a transaction to my friend who is also a Fam user, but the transaction is in processing status. What should I do now?

A: We will certainly assist you in this. Please get connected with us on support@famapp.in from your registered email ID along with the transaction screenshot, our team will verify and have this resolved for you.

Q: I have done the recharge to a different number by mistake, please cancel and refund the amount.

A: We apologize for any inconvenience caused. Once the recharge is completed, we are unable to cancel the transaction or issue a refund, as it has already been authorized from your end. Therefore, we kindly request you to double-check the details before making any transaction. We appreciate your cooperation, and we truly understand your concern.

Q: I have done a recharge but it got failed, what should I do now?

A: We regret the inconvenience caused to you. If the transaction is failed, the amount should have been credited back to your FamXwallet. Kindly check your wallet balance.

Q: I have done a recharge transaction which is successful on app but recharge is failed. What should I do?

A: Kindly wait for three business days, if the funds are still not reflected after 3 days in the receiver's account, then share the merchant confirmation with us on support@famapp.in from your registered email ID so that we can verify and have this resolved for you.

Q: Why am I not able to do a mobile recharge?

A: We will have this checked, kindly share an error screenshot to support@famapp.in from your registered email ID. Our experts will get connected with you to assist in the best possible manner.

Q: I have done a recharge but cashback is not added as promised to my FamXwallet, what should I do?

A: Thank you for reaching out. The cashback amount will be added to your Famcash wallet, we request you to check and get back if you still have any concerns.

Q: I have done a mobile recharge but it's in processing status, what should I do?

A: We regret the inconvenience caused to you. Please be rest assured that this particular transaction will either get successful or failed in the next 2 working days. Working days doesn't include any government holiday, Saturday and Sunday. Thank you for your patience and kind understanding!

Q: I am not able to find a particular recharge plan on the FamApp which is visible on the merchant's site. What should I do now?

A: We are sorry to inform you that some of the recharge plans are available only on the merchant site.

Q: Why should I pay extra fee for recharge?

A: Kindly note that extra fee for recharge is charged as a platform fee for maintenance, value added services and also transaction cost in order to process the transaction.

Q: Is the platform fee for recharge a mandatory charge?

A: Kindly note that it is a nominal and non-refundable mandatory fee as a cost for processing the transaction.

Q: Why are you charging 3% for wallet load through Debit/Credit card?

A: Kindly note that the 3% is charged as an operational costs and also as a transaction fees, as digital payments aren't free.

Q: Why should I pay "Platform fee"?

A: Kindly be informed that platform is charged because it covers the cost of operations, maintenance & development and also for regulatory compliance.

Q: What is surcharge?

A: Surcharge is a fee charged on the card when you use any government services like fuel, railways or any other services.

Q: Why do you charge money for SMS alert

A: Please note that SMS alert is charged in order to cover the carrier cost, operational efficiency, value of services & cost recovery.

Q: Can I withdraw funds from ATM through my FamApp card?

A: Unfortunately, there is currently a technical issue preventing withdrawals from FamX Rupay cards. Our team is working diligently around the clock to resolve this issue. Rest assured, we will notify you as soon as the problem is fixed. We apologize for any inconvenience this may cause.

Q: Is there any limit to ATM withdrawal?

A: The daily ATM withdrawal limit is INR 2000/- and monthly limit is INR 10,000/-

Q: I am unable to withdraw funds from ATM through my FamX Rupay card, what should I do now?

A: The Rupay cards aren't working in the ATM, you can use the card in the POS machines and also in ECOM platforms as an alternative

Q: I am trying to withdraw funds from ATM but unable to do so, why?

A: We are sorry to hear about this dissatisfactory experience, we will certainly assist you in this. Kindly share the screen recording on support@famapp.in from your registered email ID in order to check and have this resolved for you. Awaiting your response!

Q: Are there any charges if I withdraw funds from ATM?

A: Rs 29/- is charged for every ATM withdrawal, however the ultra users have 6 free ATM withdrawals

Q: My ATM withdrawal is successful but funds are not disbursed from ATM machine, what should I do?

A: We apologize for any inconvenience caused. We would like to inform you that your funds are safe and secure with us. The Rupay team will validate the transaction details and provide a refund if the money was not dispensed by the ATM. The refund will be credited back to your wallet in 2 working days.

Q: I have 6 ATM withdrawals free every year since I am an Ultra user, but I have been charged Rs 29/-, why?

A: Kindly check the refund of RS.29 ATM withdrawal charge in the fam cash wallet. Please note that if any amount is charged it will be refunded back if it is made within the available withdrawals.

Q: What is the status of my card delivery?

A: Kindly note that, once the card is ordered, usually it takes 7-10 business for it to be delivered. Please be rest assured, it will be delivered within the given TAT.

Q: I have been waiting from past 10 days, when will I get my card?

A: Kindly note that once the card is ordered it takes 7-10 business days/ Saturdays & Sundays are excluded. If you need further assistance, please get connected with us on support@famapp.in so that we can verify and have this resolved for you.

Q: My card is not delivered yet, it says "Returned to origin". What should I do?

A:

We will investigate this for you. Please send an email detailing your concern to support@famapp.in from your registered email ID. Our team will assist you in the best possible way.

Q: I am not able to track my card kit, what should I do?

A: Kindly navigate in the app and click on the virtual card or check in the mail, you'll be able to see the tracking ID of Shiprocket

Q: I haven't received tracking details of my FamX physical card. When will I receive it?

A: Kindly check your registered mail in order to see the tracking details or navigate in the app, click on the virtual card to see the tracking details.

Q: I have booked a physical card, how to change my delivery address?

A: We will certainly assist you in this. Please get connected with us on support@famapp.in from your registered email ID, we will assist you in the best possible manner.

Q: Why am I not able to set my card PIN?

A: Kindly navigate on the app, click on the virtual card, you'll see an option of the settings, click on change PIN option. If you encounter any issues, please share the error screenshot on support@famapp.in and one of experts will have this resolved for you.

Q: Why am I not able to activate the card?

A: Kindly ensure that the registered SIM card has active SMS plan to receive the OTP/ re-check for expiry date of the card entered/ check the correct activation code.

Q: How to activate my FamX card?

A: You will receive an activation letter along with your FamX card in the card kit. The letter contains a QR code and a code number which you need to use for activating your

card. If the problem persists, kindly share the error screen recording with us at support@famapp.in so that we can investigate and resolve it for you.

Q: How to pause my FamXcard?

A: Kindly navigate on the app, click on the virtual card, you'll see an option of the settings, click on Pause/Unpause option.

Q: I am unable to view my virtual card details, what should I do?

A: We apologize for the inconvenience caused. Please reinstall your FamApp and try again; this should resolve the issue. If the problem persists, kindly share the error screen recording with us at support@famapp.in so that we can investigate and resolve it for you.

Q: I have lost my activation kit, how can I activate my card now?

A: Click on the virtual card in the app, enter the activation code on the card's back & last 6-digits of the card. you will receive an OTP on your registered number, and once you enter the OTP card will be activated .

Q: I have scratches on my card, please replace it

A: We apologize for any inconvenience caused. Kindly take clear pictures of the front and back of your FamXcard where the scratches are visible, and then share them with us at support@famapp.in. This will allow us to assist you accordingly.

Q: I have lost my FamX card, how can I order a new one?

A: Kindly block the card first, you'll find the option to re-order the card after its blocked.

Q: I am unable to change change my Fam card PIN

A: We will have this checked, kindly share an error screenshot to support@famapp.in from your registered email ID. Our experts will get connected with you to assist in the best possible manner.

Q: How can I change my Doodle design?

A: Kindly note that once the doodle design is selected it cannot be changed.

Q: How to edit my name on FamXcard?

A: Once the card booking is completed, you will not be able to edit or change your name. We kindly request your understanding in this matter.

Q: Can I customize my FamXcard design?

A: Yes, certainly you can customize it before placing the card order.

Q: My FamXcard is damaged, replace with a new one!

A: We apologize for any inconvenience caused. Kindly take clear pictures of the front and back of your FamXcard where the damage is visible, and then share them with us at support@famapp.in. This will allow us to assist you accordingly.

Q: I have received a card with different name, it's not mine. What should I do?

A: We are sorry to hear that, and we will certainly assist you with this issue. Please take a picture of the card you have received and share it with us at support@famapp.in. Our team will investigate and resolve this matter for you.

Q: I am not getting OTP to do a card transaction, please help!

A: Kindly ensure that you have inserted the registered SIM in the device and also ensure that it has active SMS plan to receive the OTP.

Q: My card transaction is being declined on POS machine. What's the issue?

A: We will have this checked, kindly share an error screenshot to support@famapp.in from your registered email ID. Our experts will get connected with you to assist in the best possible manner.

Q: My card is not accepted by the merchant, what's the issue?

A: We will have this checked, kindly share an error screenshot to support@famapp.in from your registered email ID. Our experts will get connected with you to assist in the best possible manner.

Q: I have done a transaction with my card but it's in processing status, what should I do now?

A: We are sorry about this. Kindly wait for two business days for the transaction to settle, it will either get successful or failed.

Q: My FamXcard transaction is failed, what should I do?

A: We regret the inconvenience caused. Since the transaction is already failed, the refund should have been added to your wallet by now. Kindly check your wallet balance. If you need any further assistance, please reach out to us on support@famapp.in and we will be happy to help you in every possible way.

Q: transaction is successful from my end but merchant has not received the money

A: Kindly wait for three business days, if the funds are still not reflected after 3 days in the receiver's account, then share the merchant confirmation with us on support@famapp.in from your registered email ID so that we can verify and have this resolved for you.

Q: I have done a POS transaction but merchant says, he has not received the amount. What should I do now?

A: Kindly wait for three business days, if the funds are still not reflected after 3 days in the receiver's account, then share the merchant confirmation with us on support@famapp.in from your registered email ID so that we can verify and have this resolved for you.

Q: I am unable to do any E-com transaction, what's the issue?

A: Kindly check if the E-com mode is turned on in the card's settings. If the issue persists, kindly share an error screenshot to support@famapp.in from your registered email ID. Our experts will get connected with you to assist in the best possible manner.

Q: My POS transactions are being failed, what should I do?

A: Kindly check if the POS mode is turned on in the card's settings. If the issue persists, kindly share an error screenshot to support@famapp.in from your registered email ID. Our experts will get connected with you to assist in the best possible manner.

Q: I haven't received refund for the transaction which was done through FamXcard, when will I receive it?

A: Kindly wait till 5-7 business days for the refund to reflect in your wallet. If you need further assistance with regards to this, please connect with us on support@famapp.in, we will be happy to help!

Q: What's the status of chargeback for my card transaction?

A: We will certainly assist you in this. Please get connected with us on support@famapp.in, one of our experts will get connected with you to address your concern.

Q: I am unable to swipe my card on Paytm POS machine, what's the issue?

A: Kindly note that the FamApp card is not working in the Paytm POS machines for now/Please try in other machines.

Q: How to block my FamXcard?

A: Please go to the FamX page select the virtual card and then click on the settings option, there you will find an option to block your card.

Q: What are the charges if I want to book a physical FamXcard?

A: We are happy to see your interest in the FamXcard. To book the card, you will need to pay INR 399/-. The card will be delivered to you within 7-10 working days.

Q: Why am I not able to link FamXcard with other UPI apps?

A: Please note that you will not be able to add the FamX card on another wallet based app.

Q: I want to change my name on FamXcard, how to do that?

A: We regret to inform you that the option to change your name is currently unavailable on FamApp. Rest assured that we will notify you if this feature becomes available in the future.

Q: How to set Tap and Pay limits?

A: Please go to the FamX page select the virtual card and then click on the settings option, there you will find transaction settings after which you will be able to set the tap and pay limits.

Q: How can I change my FamXcard PIN?

A: "Please follow the steps to change PIN of your FamXcard.
1- Go to FamXpage and tap on FamXcard details.

- 2-You will find FamXcard settings option at the top right corner.
- 3- Tap on 'Change your PIN'
- 4- You will have to enter the last 6 digits and expiry of your of your FamXcard.
(Please make sure you enter the correct details and don't forget to put / in expiry date)
- 5- Now, an OTP verification will be done to your registered mobile number.
(Please makes sure you have an active SMS plan to receive the OTP)
- 6- Once the OTP is verified, you can now set your FamXcard PIN that will be used for offline transactions. "

Q: How can I order FamXcard for free?

A: I understand your interest in obtaining a FamXcard for free. Regrettably, at this time, we don't offer free cards. However, you can order a FamX card for INR 399 or you can opt for Ultra subscription and get a free card.

Q: I want to change my Doodle of FamXcard, how can I do?

A: Sorry for the trouble caused. Once the FamXcard order is placed, you will not be able to change the Doodle.

Q: I don't need a Rupay card, please help me to get a Visa card.

A: While we don't currently offer Visa cards, I assure you that the Rupay card we provide offers several benefits.

Q: I am a Ultra member, why am I not able to book physical card for free?

A: We are sorry to hear about this dissatisfactory experience, we will certainly assist you in this. Kindly share the screen recording on support@famapp.in from your registered email ID in order to check and have this resolved for you. Awaiting your response!

Q: My card is stuck at design state, what should I do?

A: We will certainly assist you in this. Kindly drop an email from your registered email ID to support@famapp.in so that we can check and escalate further.

Q: I am trying to book my physical card but it says, PIN code is unserviceable. What should I do now?

A: Kindly select an alternative address to order FamXcard since we are unable to deliver it at the given address.

Q: I want to cancel my physical card booking request. How to do that?

A: Kindly note that once the card is ordered, the same cannot be canceled.

Q: I want to book a card

A: Kindly ensure that the code details are entered correct and used before the expiration date.

Q: My FamXcard is in design failed status, what should I do now?

A: We are sorry to hear about this dissatisfactory experience, we will certainly assist you in this. Kindly share the error screenshot on support@famapp.in from your registered email ID in order to check and have this resolved for you.

Q: I am not able to book FamX rupay card, please help!

A: We will have this checked, kindly share an error screenshot to support@famapp.in from your registered email ID. Our experts will get connected with you to assist in the best possible manner.

Q: How can I order FamX physical card?

A: Please visit FamX page in your FamApp then tap on your FamXcard details. You will get an option to 'Order Card'.

Q: I'm not able to book card, please help

A: We would like to take a closer look at your concern. Please send your area PIN code to support@famapp.in from your registered email ID so that we can verify and provide an appropriate assistance.

Q: I tried purchasing GC but it got failed, where is my money?

A: We will certainly assist you in this. Please send an email to support@famapp.in from your registered email ID along with the transaction screenshot, our team will verify and have this resolved for you.

Q: I haven't received cashback for my Giftcard transaction, what's the issue?

A: We will certainly assist you in this. Please get connected with us on support@famapp.in from your registered email ID along with the transaction screenshot, our team will verify and have this resolved for you.

Q: My GC is in processing status, what should I do now?

A: We will certainly assist you in this. Please send an email to support@famapp.in from your registered email ID along with the transaction screenshot, our team will verify and have this resolved for you.

Q: My Amazon giftcard is not working, what should I do now?

A: We will have this checked, kindly share an error screenshot to support@famapp.in from your registered email ID. Our experts will get connected with you to assist in the best possible manner.

Q: My Flipkart giftcard is not working, what should I do now?

A: We will have this checked, kindly share an error screenshot to support@famapp.in from your registered email ID. Our experts will get connected with you to assist in the best possible manner.

Q: My Myntra giftcard is not working, what should I do now?

A: We will have this checked, kindly share an error screenshot to support@famapp.in from your registered email ID. Our experts will get connected with you to assist in the best possible manner.

Q: Where can I find giftcard code details?

A: Please visit your FamApp, Go to vouchers section, click on "my vouchers", you'll see your purchased GC, select of the GC in order to see the details.

Q: My discount coupon is invalid. What should I do?

A: We will have this checked, kindly share an error screenshot to support@famapp.in from your registered email ID. Our experts will get connected with you to assist in the best possible manner.

Q: My gift card coupon is not working, please assist.

A: We will have this checked, kindly share an error screenshot to support@famapp.in from your registered email ID. Our experts will get connected with you to assist in the best possible manner.

Q: Which are the available merchants to purchase GC?

A: The list of available merchants can be seen under "Vouchers" section of the app.

Q: What is the minimum purchase for Valroant?

A: The minimum purchase value of valorant is Rs 420/- and it is valid for 1 year.

Q: How can I cancel my Giftcard order?

A: Unfortunately, once the Giftcard is purchased. The same cannot be cancelled!

Q: What is the minimum amount that can be recharged for GC

A: The minimum amount for the gift card recharge is RS.10.

Q: My GPRC is in processing status, what should I do now?

A: Kindly wait for 2 business days for the transaction to settle, either the GPRC order will get confirmed and code will be generated. Or the transaction will get failed and amount will be refunded back to your wallet.

Q: I tried purchasing GPRC but it got failed, where is my money?

A: Kindly note that any amount deducted for the failed transaction will be refunded instantly into your wallet. Kindly check your wallet balance. Also, suggest you to retry after sometime

Q: I am not able to order GPRC, what's the issue?

A: We will have this checked, kindly share an error screenshot to support@famapp.in from your registered email ID. Our experts will get connected with you to assist in the best possible manner.

Q: Why am I not able to use GPRC, please help!

A: We apologize for any inconvenience caused. We recommend contacting the Google support team for further assistance, as they can investigate the message indicating that "the code entered is already being used." Kindly click on "send details" to provide the necessary information and obtain assistance from their experts. We hope this resolves your concern.

Q: How can I cancel my google play recharge code?

A: Unfortunately, once the GPRC is purchased. The same cannot be cancelled!

Q: What is google play recharge code?

A: A Google Play recharge code is a pre-paid digital code that allows you to add prepaid balance to your Google Account. You can use this balance to access and enjoy all the digital entertainment available on the Google Play Store.

Q: How to redeem this code?

A: Google recharge codes can be used on the Google Play Store for purchasing any "IN-APP" purchases, which may incur charges. Here are the steps. 1. Open the Google Play app .

2. At the top right, tap the profile icon.

3. Tap Payments & subscriptions. Redeem gift code.

4. Enter the code

Q: Can you give me the contact of Google customer support?

A: Kindly visit the Google playstore and click on the contact us option in the settings page. You will find the google support center details.

Q: How to convert famcoins into cash?

A: Kindly note that plus users can convert 5000 coins to Rs 25 INR and ultra users 10,000 coins to Rs100 INR per month.

Q: How can I use my Famcoins?

A: Famcoins can be used for coins to cash conversion by plus & ultra subscribers, buying vouchers, participating in campaigns.

Q: How can I earn Famcoins?

A: FamXcard Transactions (1X FamCoins) 2- Google Play Recharge Code (1X for Classic and 2X for Plus and Ultra) 3- Mobile Recharge (1X FamCoins) 4- Gift Cards(1X for Classic and 2X for Plus and Ultra Users)

Q: I haven't received Famcoins for the transaction which I have done. When will I get it?

A: We would like to take a closer look at your concern. Kindly share the transaction screenshot to support@famapp.in from your registered email ID in order to check and have this resolved for you. Awaiting your response!

Q: Why my Famcoins are deducted?

A: We will certainly assist you in this regard. Please get connected with us on support@famapp.in from your registered email ID so that we can verify and have this issue resolved for you.

Q: How can I check my rewards?

A: Please go to the rewards page, there you will find all the rewards that you have received until now.

Q: Unable to claim the reward - Giveaway

A: We will have this checked, kindly share an error screenshot to support@famapp.in from your registered email ID. Our experts will get connected with you to assist in the best possible manner.

Q: How can I claim my reward?

A: Please go to the rewards page. There, you can find all the unclaimed rewards that you have earned.

Q: Why my rewards are reversed?

A: We would like to inform you that although all our rewards are dynamic in nature if you do not claim the reward within the time period then the reward will expire or reversed so we request you to please claim the rewards within the time period in the future.

Q: I have used pro-spinner by burning famcoins, I haven't received any reward.

A: We will certainly assist you in this regard. Please get connected with us on support@famapp.in from your registered email ID so that we can verify and have this issue resolved for you.

Q: I am not able to use my brand voucher, it says "Invalid code". What's the issue?

A: We are sorry to hear about this dissatisfactory experience, we will certainly assist you in this. Kindly share the screenshot on support@famapp.in from your registered email ID in order to check and have this resolved for you. Awaiting your response!

Q: I have purchased brand voucher, please cancel the same.

A: We apologize for any inconvenience caused. Once the brand voucher is purchased, the transaction cannot be canceled or refunded. Therefore, we kindly request you to utilize the voucher. We truly understand your concern, and we thank you for your cooperation.

Q: What is a Cashback store?

A: The cashback store features a variety of merchants where users can generate gift cards and make transactions directly on the merchant's website.

Q: I tried to pay my electricity bill but the transaction is still processing, what should I do?

A: When the transaction status shows as "processing," it typically takes 2 business days to settle. During this period, the amount will either be credited to the destination or

returned to your wallet. It's important to note that working days exclude Saturdays, Sundays, and Government holidays. If you have any questions, please get connected with us on support@famapp.in and we will be happy to assist you.

Q: I paid electricity bill through FamXcard which is successful from my side but the receiver has not received the amount. Where is my money?

A: If the intended recipient hasn't received the money, it's possible that it's stuck in the payment gateway. We kindly ask you to wait for 5-7 business days, as the funds will likely be transferred to the receiver during this time. In case if the receiver doesn't receive the money even after the TAT then please share the merchant confirmation email on support@famapp.in and we will be happy to assist you.

Q: I paid electricity bill through UPI which is successful from my side but the receiver has not received the amount. Where is my money?

A: If the intended recipient hasn't received the money, it's possible that it's stuck in the payment gateway. We kindly ask you to wait for 3 business days, as the funds will likely be transferred to the receiver during this time. In case if the receiver doesn't receive the money even after the TAT then please share the merchant confirmation email on support@famapp.in and we will be happy to assist you.

Q: I had paid electricity bill which I had to cancel, when will I get the refund?

A: We apologize for any inconvenience caused. We request you to kindly wait for refund to be processed until 5-7 working days, please remember that working days do not include Saturday, Sunday & Govt. Holidays. If you have any questions, please get connected with us on support@famapp.in and we will be happy to assist you.

Q: I have issue with the purchased Items

A: We would like to take a closer look at your concern. Kindly send an email to support@dpanda.in detailing the issue you encountered. The team will reach out to you to resolve this matter.

Q: Need to return a product ?

A: We completely understand your concern. Please send an email to support@dpanda.in detailing your concern, and our team will assist you in the best possible way.

Q: Received a defective product, give me refund?

A: We apologize for the inconvenience you've experienced. Rest assured, we will investigate this matter promptly. Kindly send an email to support@dpanda.in detailing the issue you encountered. The team will reach out to you to resolve this matter. Thank you for your cooperation!

Q: What is the status of my status delivery?

A: Visit the Famstore section in your FamApp, and follow these steps:

1. Go to the top left corner of the screen.
2. Click on the trigram symbol ☰.

3. You will see an option to "track orders" in the menu that appears. You will be able to track all your orders there.

Q: Do you deliver to a different country?

A: We're delighted to see your interest in purchasing from our Famstore! Unfortunately, we currently do not offer delivery outside of India. However, we are actively working on expanding our services, and we'll be sure to notify you if we begin shipping internationally. Thank you for your understanding and patience!

Q: What is FamApp

A: FamApp serves as a payment platform aimed at fostering financial inclusion for the next generation. We facilitate UPI and card payments, empowering users to manage their finances seamlessly. With FamApp, users can save, spend, earn, and gain valuable insights into money management, all within a single app!

Q: Are you guys a Neo bank?

A: FamApp is not a neo bank, but rather a prepaid payment platform. Users can load funds into their wallets and conduct transactions using UPI and the FamXcard.

Q: Where are you located?

A: FamApp is headquartered in Bangalore.

Q: What services do you offer ?

A: With FamApp wallet, you will have your own UPI and card for quick payments and lucrative rewards. Also, explore our cashback store for guaranteed cashback offers from various merchants.

Q: Who is the founder of your company?

A: The founders of FamApp are Kush Taneja and Sambhav Jain.

Q: What is the mission of your company?

A: We aim to educate the next generation of Indians about personal finance so they can make smart decisions for their future.

Q: What's Famcash?

A: Cashback earned from purchasing gift cards (GC), GPRC, Coin to cash converter

Q: How can I use Famcash?

A: Famcash amount can be used while purchasing GC, GPRC and doing Recharges.

Q: I have lost my sim card and unable to get an duplicate sim. Can you please refund the amount in my fam account

A: No worries, the funds in your wallet will be transferred to you. Please drop an email from your registered email ID to support@famapp.in, and our experts will connect with you shortly.

Q: How can I renew my current subscription:

A: To renew your current subscription, you have two options:

1. Purchase the Ultra membership.
2. Upgrade only for higher deposit limits, with both monthly and yearly payment options available.

Q: If I purchase only higher deposit limits, will I get Ultra benefits?

A: Unfortunately, the Ultra benefits will not be provided if you choose the deposit switch option. However, you can always get them when you purchase Ultra membership

Q: I forgot my emails used to signup

A: We understand your concern. Please visit the following link:

<https://support.google.com/accounts/answer/7682439?hl=en> and follow the steps outlined under "Forgot the email address you use to sign in" to retrieve your email ID. We hope this helps!

Q: I have deleted my Email and Unable to recover to login

A: We are here to assist you. Please provide the last four digits of your Aadhar card for verification purposes. This is to ensure the security of your account. Once verified, our team will provide the appropriate solution. We look forward to your response!

Q: I am unable to deposit money in keeper, please resolve the issue?

A: We would like to take a closer look at your concern. Kindly share the screen recording on support@famapp.in from your registered email ID in order to check and have this resolved for you. Awaiting your response!

Q: I have given all permissions to start video KYC still its asking to give permission, please check

A: We apologize for the inconvenience caused. Please reinstall your FamApp and try again; this should resolve the issue. If the problem persists, kindly share the error screen recording with us at support@famapp.in so that we can investigate and resolve it for you.

Q: I am unable to book card despite of being an ultra member.

A: We are sorry to hear about this dissatisfactory experience, we will certainly assist you in this. Kindly share the screen recording on support@famapp.in from your registered email ID in order to check and have this resolved for you. Awaiting your response!

Q: I am unable to make payments, when i try to click pay button its not working

A: We apologize for the inconvenience caused. Please reinstall your FamApp and try again; this should resolve the issue. If the problem persists, kindly share the error screen recording with us at support@famapp.in so that we can investigate and resolve it for you.

Q: I am unable to complete my KYC as it gets stuck in between and getting blank page

A: We would like to take a closer look at your concern. Kindly share the screen recording on support@famapp.in from your registered email ID in order to check and have this resolved for you. Awaiting your response!

Q: It says my payment is blocked and im unable to make UPI transactions

A: We will have this checked, kindly share an error screenshot to support@famapp.in from your registered email ID. Our experts will get connected with you to assist in the best possible manner.

Q: Could you please check, my app is not working

A: We will certainly look into it. Please drop an email from your registered email ID to support@famapp.in with the error screen recording, and our experts will investigate and have it resolved for you.

Q: I am unable to turn on more deposit limit

A: Please note that you will be able to increase your deposit limit up to INR 1 lakh per month. You will not be able to increase the limit beyond that amount.

Q: I am unable to customize my UPI Id it shows some error

A: We would like to take a closer look at your concern. Kindly share the screen recording on support@famapp.in from your registered email ID in order to check and have this resolved for you. Awaiting your response!

Q: Mobile Recharge Platform Fee

A: We charge following fees on every recharge:

₹0.99 on recharges less than ₹100

₹1.99 on recharges over ₹100

This small fee helps us pay the bills and consistently sustain and improve the mobile recharge experience for you!


Q: platform fee for deposits via debit/credit card

A: We charge 3% on every wallet load made by Credit or Debit Card. However you can use UPI Credits to deposit money in your FamX wallet at no additional cost.

Q: Issue while verifying PAN

A: Please make sure that the PAN you are using is of your own and not of your parent/guardian if you are above 18yrs of age. And if you are below 18Yrs old and want higher limits kindly make sure that you go to the app and add PAN/Aadhar info of the guardian name present in Aadhar address.

Q: Im unable to do online card transctions

A: To enable online transactions, please tap on the  button on the "top-right" corner of the Card Home screen, tap transaction settings and check if online shopping is enabled. You can even set limits once enabled. If you are still not able to do online transactions.

kindly share the error screen recording with us at support@famapp.in so that we can investigate and resolve it for you.

Q: My FamX Card is getting declined by card machines

A: We apologize for any inconvenience you may have encountered. We would kindly request you to share the error screen recording with us at support@famapp.in so that we can investigate and resolve it for you.

Q: Why do you charge maintenance fees for my inactive account

A: We charge ₹50 as inactive maintenance fees if you don't make any payments on the app for 3 months. This small fee helps us pay the bills and consistently sustain and improve the experience for you and others.

Q: What is FamApp

A: FamApp serves as a payment platform aimed at fostering financial inclusion for the next generation. We facilitate UPI and card payments, empowering users to manage their finances seamlessly. With FamApp, users can save, spend, earn, and gain valuable insights into money management, all within a single app!

Q: Are you guys a Neo bank?

A: FamApp is not a neo bank, but rather a prepaid payment platform. Users can load funds into their wallets and conduct transactions using UPI and the FamXcard.

Q: Where are you located?

A: FamApp is headquartered in Bangalore.

Q: What services do you offer ?

A: With FamApp wallet, you will have your own UPI and card for quick payments and lucrative rewards. Also, explore our cashback store for guaranteed cashback offers from various merchants.

Q: Who is the founder of your company?

A: The founders of FamApp are Kush Taneja and Sambhav Jain.

Q: What is the mission of your company?

A: We aim to educate the next generation of Indians about personal finance so they can make smart decisions for their future.

Q: What is FamApp?

A: FamApp is a financial platform designed to help children and young adults in India manage their money independently. It provides tools and resources to improve financial literacy and decision-making from a young age.

Q: Why was FamApp created?

A: FamApp was created to address the lack of financial literacy in India, aiming to improve the financial decision-making abilities of future generations. It seeks to empower

young individuals by providing them with the knowledge and tools to manage their finances effectively.

Q: When was FamApp founded?

A: FamApp was founded in 2018 with a mission to solve a significant problem related to financial literacy and independence for future generations in India.

Q: Who founded FamApp?

A: FamApp was founded by Kush and Sambhav, who were 21 years old at the time of founding. They started Fam with a vision to change the financial landscape for young Indians.

Q: Why is financial literacy important?

A: Financial literacy is crucial because it impacts an individual's lifestyle, independence, and long-term decision-making abilities. Without it, people may struggle to make informed financial choices, affecting their overall well-being and opportunities.

Q: What problem does FamApp aim to solve?

A: FamApp aims to solve the problem of poor financial decision-making by providing financial education from a young age. This helps individuals make better financial choices and pursue their passions without being hindered by financial constraints.

Q: How does FamApp help children learn about money?

A: FamApp offers various tools and resources for managing, spending, sending, and saving money digitally. It encourages practical financial education through real-life applications and interactive features.

Q: What is a FamX account?

A: A FamX account is a digital account designed for children and young adults to manage their money without needing a traditional bank account. It offers a range of features that promote financial independence and literacy.

Q: What features does a FamX account offer?

A: Features of a FamX account include the ability to spend, send, and receive money, scan and pay at over 300 million merchants, customize UPI QR codes, and use a prepaid card for both online and offline transactions.

Q: How do FamX accounts benefit children?

A: FamX accounts empower children to make financial decisions and manage their money independently, fostering financial responsibility and literacy from a young age.

Q: Is FamApp safe to use?

A: Yes, FamApp is safe to use. It is trusted by the Reserve Bank of India (RBI) and the National Payments Corporation of India (NPCI), and it regularly audits its systems to ensure user security and compliance with regulations.

Q: What regulatory approvals does FamApp have?

A: FamApp has all necessary regulatory approvals and licenses to operate, ensuring it meets the required standards for financial services and user protection.

Q: How does FamApp handle customer support?

A: FamApp offers 24/7 customer support to address any user issues or concerns. Even the founders participate in customer support, reflecting the company's commitment to excellent service and user satisfaction.

Q: How does FamApp handle customer feedback?

A: The FamApp team reads all user emails, app reviews, and messages daily. This feedback is crucial for continuous improvement and ensuring the product meets user needs and expectations.

Q: How big is the FamApp team?

A: The FamApp team consists of 50 young and dynamic individuals, many of whom were born in the 21st century, making them relatable to the target audience.

Q: Who are the key investors in FamApp?

A: Key investors in FamApp include internationally acclaimed firms such as Y-Combinator, Sequoia Capital India, and Elevation Capital.

Q: What is the Keeper feature?

A: The Keeper feature helps users save money for future needs and encourages mindful spending. It is designed to instill good financial habits from a young age.

Q: How can users spend money with FamApp?

A: Users can spend money using their FamX prepaid card or by scanning and paying at more than 300 million merchants in India. This provides a convenient and modern way to manage transactions.

Q: Can users customize their FamX prepaid card?

A: Yes, users can customize their FamX card with personal doodles, adding a unique and personal touch to their financial transactions.

Q: How can users receive money?

A: Users can receive money through their unique UPI QR code, which they can customize. This makes receiving money easy and personalized.

Q: What is TrioTech?

A: TrioTech is the company that owns and operates FamApp. It is responsible for ensuring the app meets all regulatory requirements and provides a secure platform for its users, and is owned by the same founders as FamApp.

Q: What is the Trio PP License?

A: TrioTech holds a Prepaid Payment (PP) License, allowing it to offer various financial services and products legally and securely.

Q: Who is the target audience for FamApp?

A: The target audience for FamApp is the generation born after the year 2000, which comprises 40% of India's population. This demographic prefers digital solutions over traditional banking methods.

Q: Why do young people prefer FamApp over traditional banks?

A: Young people prefer FamApp because it offers a digital, convenient, and user-friendly way to manage money, which aligns with their lifestyle and expectations.

Q: How does FamApp ensure user money is secure?

A: FamApp regularly audits its systems and complies with all regulatory requirements to ensure user money is secure. It prioritizes safety and security in all its operations.

Q: How does FamApp prioritize product features?

A: FamApp prioritizes features based on critical needs, user feedback, and regulatory allowances. The focus is on building safe, secure, and user-friendly features.

Q: Does FamApp fix customer-reported issues?

A: Yes, FamApp addresses customer-reported issues. However, some issues may take longer to resolve due to prioritization and regulatory constraints, but the team is committed to continuous improvement.

Q: What is FamApp's vision?

A: FamApp's vision is to improve the financial literacy and decision-making abilities of India's future generations, empowering them to achieve financial independence and success.

Q: What drives FamApp's mission?

A: FamApp's mission is driven by the desire to solve hard problems and create the best products. Profits are seen as a means to achieve this mission, rather than the primary motivation.

Q: How does FamApp view profits?

A: Profits are necessary to unlock the choice of problems FamApp can solve. While essential for sustainability, the primary motivation is the journey and destination of solving financial literacy issues and empowering users.

Pod: FamX KYC

Issue Type: What is KYC

User Prompt: What is KYC?

KYC (Know Your Customer) is a regulatory requirement in India that mandates financial institutions to verify the identity of their customers. It is to ensure the

safety of your transactions and help prevent fraud, money laundering, etc

Pod: FamX KYC

Issue Type: Why KYC

User Prompt: Why does FamApp Require KYC?

As per RBI's Master Direction, FamApp is not allowed to open a FamX account (TrioTech PPI) without conducting KYC. It is mandated by regulatory authorities to ensure the safety of your transactions and help prevent fraud, money laundering, etc.

Pod: FamX KYC

Issue Type: KYC Duration Query

User Prompt: Does the KYC process have to be repeated every year?

If you have a video KYC-ed account, your KYC is valid for 10 years, and otherwise, it's valid for 2 years. Also, note that for our compliance and security of your money, FamApp may conduct various methods of verification.

Pod: FamX KYC

Issue Type: Documents required for KYC

User Prompt: What Documents do I require for KYC?

The users require an Adhaar card, and depending on their age, they undergo either a full KYC without PAN (Minors) or a full KYC with PAN (Adults aged 18 and above). For users above 18, a PAN card is mandatory as well.

Pod: FamX KYC

Issue Type: KYC Process for Minors

User Prompt: What is the KYC Process for a Minor (age less than 18)?

While going through the KYC Process, the minors must complete the Digilocker verification with their Adhaar card, submit their selfie and signature, and proceed with parent verification. However, they can also choose to open a video KYC account. It unlocks higher security, 10 years of validity and no maintenance fee for all video KYC accounts. The video KYC account is priced at INR 99.

Pod: FamX KYC

Issue Type: KYC Process for Young Adult

User Prompt: What is the KYC Process for a Young Adult (age 18 - 19)?

Here, we start with the Digilocker verification with their Aadhaar card. Once this process has been completed, The user has to submit their own PAN card. We will match it with their Aadhaar card.

Video KYC is optional for them. However, it unlocks higher security, 10 years of validity, and no maintenance fee for all video KYC accounts. The video KYC account is priced at INR 99.

Pod: FamX KYC

Issue Type: KYC Process for Adults

User Prompt: What is the KYC Process for an Adult (age 20+)

Here, we start with the Digilocker verification with their adhaar card. Once this process has been completed, the user is asked to submit their PAN card.

Once the PAN card has been submitted, the user is taken to the Video KYC Screen. The user has to pay INR 99 for the video KYC process. Once the video KYC is completed, the KYC process is completed, and the user can use FamApp!

Pod: FamX KYC

Issue Type: Video KYC Fees Query

User Prompt: Why do I need to pay Rs. 99 for Video KYC?

This nominal fee of Rs. 99 covers the essential cost associated with conducting a thorough and efficient video verification. You will have to pay this fee only once.

Pod: FamX KYC

Issue Type: Video KYC Fees Query

User Prompt: Will I have to pay my fee every time?

No, you will need to pay the fee only once.

Pod: FamX KYC

Issue Type: PAN Card not Available

User Prompt: I don't have my PAN; what do I do?

For users under 18 years of age: If you do not have your PAN card, you can choose to submit your parents' PAN as well. PAN is required to increase your limits beyond 50,000INR/year.

For users above 18 years of age: Unfortunately, your PAN is an essential document for completing your KYC. You can create your PAN online at the NSDL website!-----

Pod: FamX KYC

Issue Type: Video KYC Query

User Prompt: What is Video KYC?

VKYC (Video-based KYC) is a digital onboarding process that is done over a video call. An agent of FamApp would come on a call with you, ask and verify a few details, and that's it.

Pod: FamX KYC

Issue Type: Mobile not linked to Aadhaar

User Prompt: My mobile number is not linked to my Aadhaar number; how can I complete my KYC?

Unfortunately, we need to verify your identity to open a FamX account. Don't worry; many other users also don't have their Aadhaar linked to their current number but don't worry, [these](#) are a few steps you can follow to link it now. Once you are done, feel free to do KYC with FamApp again.

Pod: FamX KYC

Issue Type: Aadhaar OTP not Received

User Prompt: I am unable to receive the Aadhaar OTP.

To receive the Aadhaar OTP, please ensure that the number linked to your Aadhaar card is active and you have an operational SMS plan to receive the OTP. Also, The Aadhaar OTP is sent by UIDAI, and due to so many requests, sometimes UIDAI takes between 1 and 5 minutes to send the OTP. Please wait and maybe try again after some time. 99% of the time, it works, and we are sure it will work for you, too!

Pod: FamX KYC

Issue Type: Unable to Verify Selfie

User Prompt: I have issues verifying my selfie during the Digi KYC.

While trying to capture the selfie for the KYC verification process, please ensure the following points:

1. Please ensure that the background is clear and you are the only person visible in the selfie.
 2. The area should be well-lit, and also ensure your face is inside the circle while clicking the selfie.
-

Pod: FamX KYC

Issue Type: Name mismatch error

User Prompt: I am getting a PAN Card and an Aadhaar name mismatch. What should I do?

Kindly make sure that the name exactly matches your Aadhaar card and PAN card. If you don't have your own PAN card and are using your parents' PAN card for verification, please make sure that the parent's name is present on your Aadhaar card (as S/O or D/O) and exactly matches their name on the PAN card.

Pod: FamX KYC

Issue Type: PAN card Invalid

User Prompt: I am getting the error that the PAN card is Invalid

Please make sure that you are using your own PAN card, or in case you are using your parent's PAN card, please make sure that the parent's name is present on your Aadhaar card (as S/O or D/O) and exactly matches their name on the PAN card.

Pod: FamX KYC

Issue Type: KYC Attempts exhausted

User Prompt: I have exhausted my KYC Verification Attempts.

In order to complete the KYC verification process, there is a limited number of attempts that can be provided by us in order to be able to complete the process in terms of Security. It seems that all of your attempts to complete the KYC process have failed. This may be due to submitting incorrect documents for KYC. If there is an option to re-verify your KYC, we will contact you as soon as possible.

Pod: FamX KYC

Issue Type: DOB Change

User Prompt: How can I change my date of birth in FamApp?

We are sorry to inform you that once you have completed the KYC process, you will not be able to change your date of birth.

Pod: FamX KYC

Issue Type: Browser not supported

User Prompt: I get “browser not supported” while completing the Video KYC. What should I do?

Currently, the video call can be conducted using Google Chrome and Firefox browsers only. Please download any one of the supported browsers and retry the video call procedure again.

Pod: FamX KYC

Issue Type: VKYC Transaction failed

User Prompt: My transaction of Rs. 99 for Video KYC has failed.

If the payment fails but the amount is deducted from your account, the refund will be processed within 3-7 days and sent to your source account. We assure you that your funds are secure.

Pod: FamX KYC

Issue Type: VKYC Transaction stuck in processing

User Prompt: My transaction of Rs. 99 for Video KYC is stuck in processing.

It usually takes 15 minutes if the transaction is being processed. Please wait and then retry the payment if it fails.

POD: Subscriptions

Issue Type: What are subscriptions

User Query: What are subscriptions?

Subscriptions allow users to unlock higher deposit limits for their FamX account and gain additional features like extra FamCoins, a coins-to-cash converter, a free FamCard if they don't already have one, priority support, etc. FamApp currently has Ultra being offered. Earlier, even Plus was offered, which only had Higher Deposit Limits & a Coin Cash Converter.

POD: Subscriptions

Issue Type: Default Limits

User Query: What are the default limits of a user who doesn't have a subscription?

Default Deposit Limits for all users will be ₹5,000/month and ₹50,000/year, irrespective of age.

For Balance Limits:

With VCIP and PAN: Balance Limit would be ₹200,000, applicable at any time.

For any other case: Balance Limit would be ₹50,000, applicable at any time.

POD: Subscriptions

Issue Type: How to buy Ultra?

User Query: How can I buy an Ultra membership?

You can purchase Ultra membership from different touchpoints on the app.

POD: Subscriptions

Issue Type: Ultra Explainer

User Query: What is an Ultra Membership?

Ultra membership is a subscription tier offered, which includes deposit limits for up to ₹2,00,000 (for VCIP and PAN users) and up to ₹50,000 (for all the other Ultra users) and, Priority Support, Free FamCard (only if the user doesn't already have a FamCard) & 6 free ATM withdrawals per year. It's valid for a year from the date of activation of the membership.

POD: Subscriptions

Issue Type: Plus Explainer

User Query: What is a Plus membership?

Plus membership is a subscription tier offered which includes deposit limits:

- 18 and below, With VCIP and PAN: Deposit Limit would be of ₹10,000 monthly and ₹1,20,000 yearly.
- Above 18 and Below 21, With VCIP and PAN: Deposit Limit would be of ₹100,000 monthly and ₹6,00,000 yearly.
- 21 and above, With VCIP and PAN: Deposit Limit would be of ₹200,000 monthly and ₹12,00,000 yearly.
- In any other case: The deposit Limit would be ₹10,000 monthly and ₹50,000 yearly.

It also offers a Coin Cash Converter as a benefit. It's valid for a year from the date of activation of the membership.

POD: Subscriptions

Issue Type: Increase Deposit Limits

User Query: How to increase my deposit limits without buying ultra

If you're not interested in Ultra, you can increase your deposit limits by, enabling either Higher Deposit Limits Monthly, or Higher Deposit Limits Yearly.

POD: Subscriptions

Issue Type: Increase Deposit Limits for Plus User

User Query: How to increase my deposit limits, my Plus limits have been exhausted?

To increase your Deposit Limits if you're already a Plus user, you can chose to upgrade to Higher Deposit Limits Yearly, or buy an Ultra Subscription.

POD: Subscriptions

Issue Type: Increase Deposit Limits for Plus User

User Query: How to increase my deposit limits, my Plus limits have been exhausted?

To increase your Deposit Limits if you're already a Plus user, you can chose to upgrade to Higher Deposit Limits Yearly, or buy an Ultra Subscription.

POD: Subscriptions

Issue Type: Why is PAN needed

User Query: Why do I need to do Video KYC (VCIP) and also submit my PAN to deposit above 50k?

As per IT & internal regulations, Video KYC (VCIP) and PAN is mandatory to make spends over 50k in an year. You can now verify your PAN now in just a few clicks!

POD: Subscriptions

Issue Type: Free FamCard

User Query: How do I get a Free FamCard?

If you are already an Ultra member and don't already have a card, you can get 1 free FamCard with your plan.

POD: Subscriptions

Issue Type: Subscription Refund

User Query: I want to cancel my Ultra/Plus membership and get a refund of the money paid for it.

We're sorry to inform you that the membership is non-cancellable, and the amount paid is non-refundable.

POD: Subscriptions

Issue Type: Plus to Ultra

User Query: Can I switch from Plus to Ultra?

You can. After payment of:

If you don't have a FamCard: ₹599 for below 18 years of age / ₹699 for 18 years of age and above

Else: ₹399 for below 18 years of age / ₹499 for 18 years of age and above

Plus will be cancelled, and Ultra will be started for 1 year from that point.

POD: Subscriptions

Issue Type: Plus to Higher Deposit Limits Yearly

User Query: Can I switch from Plus to Higher Deposit Limits Yearly?

You can. After payment of ₹299 for below 18/₹399 for 18 and above - Plus will be cancelled, and Higher Deposit Limits Yearly will be started for 1 year from that point.

POD: Subscriptions

Issue Type: Plus to Higher Deposit Limits Monthly

User Query: Can I switch from Plus to Higher Deposit Limits Monthly?

No, but you can choose from Higher Deposit Limits Yearly or Ultra.

P.S. Ultra has a few other fun benefits to offer.

POD: Subscriptions

Issue Type: Stuck Transaction

User Query: I have bought the plan/membership/limits upgrade Ultra, I have been charged but the plan is not activated / limits have not been upgraded yet.

If you have been charged and the plan/limits upgrade has not been activated yet, kindly wait for 2 business days, as the payment may be stuck in the gateway. You will either be refunded or the plan will be activated.

POD: Subscriptions

Issue Type: Ultra/Plus Renewal

User Query: If I have an Ultra/Plus membership, do I have to renew it yearly?

Your Ultra/Plus membership is valid for 365 days from the date of purchase/activation. Once it's expired, you will be downgraded.

For Ultra, we will soon have an option to auto-renew. You can also decide to do this manually.

For Plus, it has to be renewed manually. You'll get an option from either Higher Deposit Limits Monthly, Higher Deposit Limits Yearly, or Ultra.

If you decide to do this manually, you have the option to do it starting 30 days before the expiry of your current plan.

According to your choice, appropriate limits and/or benefits will be applicable from the date of expiry of the current plan.

POD: Subscriptions

Issue Type: Ultra Renewal

User Query: If I have an Ultra membership and I renew it to Higher Deposit Limits Yearly, will I get the benefits of Ultra, like Coin to Cash Converter, Priority Support, etc.?

No, you'll not get these benefits with Higher Deposit Limits Yearly. If you want these you can choose to renew to Ultra. If you've already renewed and Higher Deposit Limits Yearly is active, then you can choose to upgrade yourself to Ultra.

POD: Deposit Limits

Issue Type: What are my deposit limits

User Query: What are my deposit limits?

Higher Deposit Limits are a way for users to unlock higher deposit limits for their FamX account. FamApp has different ways to unlock them. They can either be in the form of a

Monthly, Yearly, or Ultra Subscription, which comes with a few other benefits. Earlier, we also had a Plus Subscription that offered higher limits and other benefits, which is no longer being offered.

POD: Deposit Limits

Issue Type: Unlock Higher Deposit Limits

User Query: How do I unlock higher limits?

To unlock higher limits, go to the “FamX” page and click on Transaction Limits. Then, turn on the “Enable higher deposit limit” Switch. You will be auto-debited whenever your deposits exceed ₹5000 for that month.

POD: Deposit Limits

Issue Type: Default Limits

User Query: What are the default limits of a normal user (one who doesn’t have a Higher Deposit Limits Monthly or Yearly, or a Plus or Ultra Subscription)?

Default Deposit Limits for all users will be ₹5,000/month and ₹50,000/year, irrespective of age.

For Balance Limits:

- With VCIP and PAN: Balance Limit would be ₹200,000, applicable at any time.
 - For any other case: Balance Limit would be ₹50,000, applicable at any time.
-

POD: Deposit Limits

Issue Type: Limits

User Query: What are my limits? (For Users that have Ultra, or have Higher Deposit Limits Monthly/Yearly Plan)

Deposit Limits:

- With VCIP and PAN: Deposit Limit would be of ₹2,00,000 monthly and ₹12,00,000 yearly.
 - Any other case: Deposit Limit would be of ₹50,000 monthly and ₹50,000 yearly.
-

POD: Deposit Limits

Issue Type: Limits

User Query: What are my limits? (For Users that have Plus Subscription)

Plus membership includes deposit limits:

- 18 years of age and below, With VCIP and PAN: Deposit Limit would be of ₹10,000 monthly and ₹1,20,000 yearly.

- Above 18 years of age and Below 21, With VCIP and PAN: Deposit Limit would be of ₹100,000 monthly and ₹6,00,000 yearly.
- 21 years of age and above, With VCIP and PAN: Deposit Limit would be of ₹200,000 monthly and ₹12,00,000 yearly.
- In any other case: The deposit Limit would be ₹10,000 monthly and ₹50,000 yearly.

POD: Deposit Limits

Issue Type: Reset Limits

User Query: When will my limits reset?

Monthly limits are reset at the start of every month.

For the yearly limits, they reset at the start of every financial year, which is in the month of April.

POD: Deposit Limits

Issue Type: Higher Deposit Limits

User Query: Can I toggle off my higher deposit limits at any time?

Yes, you can! For higher deposit limits monthly, if you toggle off, you will not have higher deposit limits from that point onwards. You can do the same on the Transaction Limits section, which is available on the FamX Page. You can still put money up to the limits you've already paid for, even if you switch it off.

POD: Deposit Limits

Issue Type: Higher Deposit Limits

User Query: Is Ultra Auto Renewed?

You can choose to renew or not renew your subscription and turn auto-renew on or off at any time. You'll be able to do the same once you click on your Ultra Membership Details, which can be accessed through the FamX Page or the Transaction Limits section.

POD: Deposit Limits

Issue Type: Higher Deposit Limits

User Query: Is Plus Subscription Auto Renewed?

We currently don't have an option to turn on auto-renew for Plus, but you can proceed to renew your subscription 30 days before it is about to expire.

POD: Deposit Limits

Issue Type: Higher Deposit Limits

User Query: How can I increase my deposit limits?

You can increase your deposit limits by either:

- Enabling Higher Deposit Limits Monthly Toggle
- Enabling Higher Deposit Limits Yearly, by paying an applicable fee upfront.
- Buying an Ultra Subscription

POD: Deposit Limits

Issue Type: Higher Deposit Limits for Plus User

User Query: How can I increase my deposit limits?

If you're a Plus user currently and want to increase your deposit limits immediately, then you can increase your deposit limit to ₹2,00,000/month by doing either of the following:

- Enabling Higher Deposit Limits Yearly, by paying an applicable fee upfront.
- Buy an Ultra Subscription

POD: Deposit Limits

Issue Type: Higher Deposit Limits Monthly Charges

User Query: What are the charges for Higher Deposit Limits Monthly?

The pricing applicable for Higher Deposit Limits Monthly is:

- **First ₹5k (from 0-5k):** ₹0
- **Second ₹5k (from 5k-10k):** ₹39
- **Every next ₹5k (from 10k-50k):** + ₹10
- **After ₹50k:** No additional fee

For example: How much would I be charged If I deposit a total of ₹17,000 through monthly option?

- If you have paid for the year already, you won't be charged anything extra
- The first ₹5k is free of charge. For the next ₹5k (deposits upto ₹10k), there's a ₹39 fee.
- For next two ₹5k (₹10k-₹15k and ₹15k-₹20k) a additional fee of ₹10 each, so $₹10 \times 2 = ₹20$ fee
- Therefore, the total fee to be debited would be $₹39 + ₹20 = ₹59$.
- The same charges will apply if 17k is deposited directly.

POD: Deposit Limits

Issue Type: Higher Deposit Limits Monthly Charges

User Query: What are the charges for Higher Deposit Limits Yearly?

The pricing applicable for Higher Deposit Limits Yearly is:

Scenario:

- Below 18 years of age: ₹299
- 18 years of age and above: ₹399

POD: Deposit Limits

Issue Type: Higher Deposit Limits Monthly Charges

User Query: I paid to deposit more than ₹5k for this month. Will I be charged to deposit more than ₹5k the next month as well?

- Yes, the deducted fees are applicable only for the particular month.
- Your deposit limit will be reset to ₹5k/mo at the start of every month

POD: Deposit Limits

Issue Type: Higher Deposit Limits Refund

User Query: Can I get a refund of the money debited for higher deposit limits?

We're sorry to inform you that the amount paid is non-refundable. You can turn off the higher deposit limits switch to avoid being charged for subsequent deposits.

POD: Deposit Limits

Issue Type: Unable to Deposit

User Query: I am unable to deposit money.

If you're unable to deposit money, please make sure that you have limits available in your account. You can check that by going to the "FamX" page, and clicking on "Transaction Limits" under "Manage your money".

Please also make sure that you've done Video KYC (VCIP) and your PAN information is updated in case you are trying to deposit more than ₹50,000 in the financial year.

POD: Deposit Limits

Issue Type: Stuck Transaction

User Query: I have activated Higher Deposit Limits Yearly, and I have been charged, but it is not activated, and the limits have not been upgraded yet.

If you have been charged and the limits upgrade has not been activated yet, kindly wait 2 business days, as the payment may be stuck in the gateway. You will either be refunded or the plan will be activated.

POD: Deposit Limits

Issue Type: Higher Deposit Limits Switch – Turn on

User Query: Do I have to turn on the deposit switch every month/year?

No, the deposit switch will stay turned on until you turn it off.

POD: Deposit Limits

Issue Type: Track Deposits

User Query: How can I track my deposit fees and limits?

You can check that by going to the "FamX" page, and clicking on "Transaction Limits" under "Manage your money".

Pod: App Store Codes

Issue Type: What is App Store Code

User Prompt: What are App Store Codes?

App Store codes are digital codes that can be redeemed in the Apple App Store to purchase apps, music, movies, TV shows, books, and other in-app purchases and digital content.

Pod: App Store Codes

Issue Type: How to purchase App Store Code

User Prompt: How can I purchase App Store Codes?

To purchase App Store Codes,

1. Open the FamApp and Navigate to the “App Store” section from the “Pay” page.
 2. Enter the amount required. This can be between 100 to 10,000 INR.
 3. Click on “Buy Now”
 4. Here, you can view the total amount, and choose to redeem any FamCash that you have available.
 5. Once the payment is completed, you can click on the “Redeem Now” button to instantly add the App Store Code to your Apple ID in one click.
 6. You can also redeem the App Store Code on [Appstore.com/redeem](https://appstore.com/redeem).
-

Pod: App Store Codes

Issue Type: How to redeem App Store Code

User Prompt: How Can I redeem my App Store code?

- To redeem your app store code on an iOS device, tap the “Redeem Now” button by choosing your App Store code in the “My Vouchers” section on the FamApp.
- You can also redeem the App Store Code on appstore.com/redeem.
- After you redeem the code, the amount will automatically be added to your Apple ID Balance

If the above steps do not work, you can also Redeem the code with your iPhone, iPad, or iPod touch manually:

- Open the App Store app on your iPhone, iPad, or iPod touch.
 - At the top of the screen, tap the sign-in button or your photo.
 - Tap "Redeem Gift Card or Code." If you don't see "Redeem Gift Card or Code," sign in with your Apple ID.
 - Tap "You can also enter your code manually," then follow the instructions on the screen. Make sure that you enter the 16-digit code that begins with X.
 - Tap Done
-

Pod: App Store Codes

Issue Type: App Store Code Denominations

User Prompt: For what amounts can I purchase the App Store Codes?

The App Store Codes can be purchased for any amount between 100 – 10,000

Pod: App Store Codes

Issue Type: Check Apple ID Balance

User Prompt: How Can I check my current Apple ID balance?

- Open the App Store app.
- Tap your photo or the sign-in button at the top of the screen. You might be asked to sign in with your Apple ID.
- If you have a balance, the amount appears. You don't have a balance if you don't see an amount.

Pod: App Store Codes

Issue Type: Cancel App Store Code

User Prompt: Can I cancel an App Store Code order?

An App Store Code order cannot be cancelled once placed.

Pod: App Store Codes

Issue Type: Code not received

User Prompt: My payment for App Store Code was deducted, but I haven't received the code.

Sometimes, the App Store Code order might get stuck in the processing state due to technical failures. Rest Assured, you will get your app store code order within 2 days, or the amount will be refunded back to you in your FamX Account.

Pod: App Store Codes

Issue Type: Code is not valid

User Prompt: I am getting the error "Code is not valid".

If you see this message, it is likely due to the code not being entered correctly. Please make sure you are copy-pasting the code correctly, or try entering it manually.

Pod: App Store Codes

Issue Type: Code already Redeemed

User Prompt: I am getting the error "Code has already been redeemed"

If you are seeing this error, this might be because you have already redeemed the code. Please sign out of the app store on your devices and then sign back in. This will refresh your Apple ID balance.

Pod: App Store Codes

Issue Type: Different Country Redeem Error

User Prompt: I am getting the error "Code must be redeemed in a different country or region"

If you are seeing this message, please change the region of your Apple ID / App Store to India. App Store Codes purchased in India / in INR cannot be redeemed on other store fronts.

Pod: App Store Codes

Issue Type: FamCoins on App Store Codes

User Prompt: Can I earn FamCoins on App Store Codes?

Yes, All Ultra/Plus users earn 2x FamCoins on App Store Code purchases. Classic users earn 1x FamCoins.

Pod: Recharge

Issue Type: Recharge Info

User's Prompt: What is the "Recharge" Feature on FamApp?

FamApp now allows users to seamlessly and securely recharge any Indian prepaid mobile number directly from their FamX wallet within the FamApp. Users will earn 1x FamCoins for every recharge they complete through the FamApp. Users can also utilize their FamCash winnings to make recharges.

Pod: Recharge

Issue Type: How does recharge work

User's Prompt: How Does the Recharge Work?

1. Open the FamApp and navigate to the "Recharge" section from the "Pay" page.
 2. Search for a contact or enter the phone number directly. Your phone number will show on top.
 3. The carrier and circle information should be automatically populated. If not, you can select or change it manually.
 4. Search or select a recharge plan. This screen will display all the available plans for the chosen number.
 5. After selecting a plan, you can proceed to make the payment. Here, you can view the total amount, including platform fees and any FamCash usage.
 6. Pay the amount via your FamX account, and the recharge will be processed instantly.
 7. You will also receive an SMS confirmation from your telecom company once the recharge is completed.
-

Pod: Recharge

Issue Type: Recharge Platform Fee

User's Prompt: Why Does FamApp Charge a Platform Fee for Recharges?

FamApp charges a small platform fee to cover the operational costs and provide a seamless recharge experience for users.

Pod: Recharge

Issue Type: Recharge Taking Time

User's Prompt: How Long Does the Recharge Take?

Recharges are typically processed instantly. However, in some cases, they may take up to 20 minutes to complete.

Additionally, certain telecom companies require some time interval between recharges of the same mobile number. We advise you to wait at least 15 minutes before attempting to recharge the same number again.

Pod: Recharge

Issue Type: Recharge Failure

User's Prompt: What if My Recharge Fails, but the Payment is successful?

If your recharge fails due to technical issues or failures but the payment goes through, you will be refunded within 2 business days.

Pod: Recharge

Issue Type: Recharge Status Check

User's Prompt: **How to Check the Status of My Recharge?**

You can check the status of your recharge from FamApp on the post-payment screen. You can also check the status with your mobile service provider by providing the Operator Reference Number.

Pod: Recharge

Issue Type: Wrong Number Recharged

User's Prompt: What if I Recharge the Wrong Number?

Recharge orders are non-refundable. We recommend double-checking the number before completing the recharge to avoid any issues.

Pod: Recharge

Issue Type: Wrong Provider Selected

User's Prompt: I Recently Ported My Number, but the Old Provider and Circle are Displayed

To avoid a failed recharge, please ensure you input the current mobile service provider and circle before proceeding with the recharge. You can edit the operator details by tapping the arrow next to the operator and circle and then selecting the new provider.

Pod: Recharge

Issue Type: Cancel Recharge

User's Prompt: Can I Cancel a Recharge?

No, a recharge order cannot be cancelled once it has been placed.

Pod: Recharge

Issue Type: Postpaid mobile bill

User's Prompt: Can I Pay a Postpaid Mobile Bill?

No, the Recharge feature in FamApp is only for prepaid mobile recharges. Postpaid mobile bill payments are not supported.

Pod: Google Play Recharge Codes (GPRC)

Issue Type: What is GPRC

User Prompt: What is a Google Play recharge code (GPRC)?

Google Play recharge code provides a way to add credits to your Google Play account balance, which you can then use to buy content and services from the Google Play. For example: YouTube Premium, BGMI UCs, Apps etc.

Pod: Google Play Recharge Codes (GPRC)

Issue Type: How to Purchase GPRC

User Prompt: How Can I purchase a Google Play recharge code from FamApp?

1. Open the FamApp and navigate to the “Google Play” section from the “Pay” page.
2. Enter the amount required. This can be between 10 to 5,000 INR.
3. Click on "Buy Now"
4. Here, you can view the total amount and choose to redeem any FamCash that you have available.
5. Once the payment is completed, you can copy the code to redeem it.

Pod: Google Play Recharge Codes (GPRC)

Issue Type: How to redeem GPRC

User Prompt: How can I redeem my Google Play recharge code (GPRC)?

To redeem, enter the code in the Play Store app on your android device or play.google.com/redeem on web.

Pod: Google Play Recharge Codes (GPRC)

Issue Type: GPRC Denominations

User Prompt: For what amounts can I purchase the Google Play recharge codes (GPRC)?

The Google Play recharge codes (GPRC) can be purchased for any amount between 10 - 5,000.

Pod: Google Play Recharge Codes (GPRC)

Issue Type: GPRC code not received

User Prompt: My payment for Google Play recharge codes (GPRC) was deducted, but I haven't received the code.

Sometimes, the order might get stuck in the processing state due to technical failures. Rest Assured, you will get your app store code order within 2 days, or the amount will be refunded back to you in your FamX Account.

Pod: Google Play Recharge Codes (GPRC)

Issue Type: Cancel GPRC Order

User Prompt: Can I cancel a Google Play recharge code (GPRC) order?

A Google Play recharge code order once placed, cannot be cancelled.

Pod: Google Play Recharge Codes (GPRC)

Issue Type: GPRC Validity

User Prompt: What is the validity of a Google Play recharge code?

Google Play recharge codes do not have an expiry date.

Pod: Google Play Recharge Codes (GPRC)

Issue Type: GPRC already redeemed error

User Prompt: I am getting the error “You have already redeemed that code.” while redeeming the Google play recharge code (GPRC).

If you are getting this error, it means that you have already claimed the code. Kindly check if you have multiple Google accounts and if the code has been claimed on another account.

Pod: Google Play Recharge Codes (GPRC)

Issue Type: GPRC more info needed error

User Prompt: I am getting the error “We need more info to redeem your gift card” while redeeming the Google play recharge code (GPRC).

If you’re getting this error, please contact the Google support via the following steps:

- Visit <http://support.google.com/googleplay/go/cardhelp>
- Additional help is available by clicking on Contact Us in upper right corner of the help center.
- Select “Google Play Gift cards & Promotional codes”.
- Select your preferred support channel: Phone, Chat or E-mail.
- Fill out the details and submit the form.

Pod: Google Play Recharge Codes (GPRC)

Issue Type: GPRC Region Error

User Prompt: I am getting “Error redeeming code. Error Code: PRS-PGCSEFCEFC-01” while redeeming the Google Play recharge code (GPRC).


If you’re getting this error, please change the region of your Google Account to India. Google Play recharge codes (GPRC) purchased in INR cannot be redeemed on other storefronts.

Pod: App Store Codes

Issue Type: FamCoins on Google Play Redeem Codes


User Prompt: Can I earn FamCoins on Google Play Redeem Codes (GPRC)?

Yes, All Ultra/Plus users earn 2x FamCoins on GPRC purchases. Classic users earn 1x FamCoins.

Change my profile details	Change my Mobile/Dob/Name	Unfortunately, mobile numbers, emails, Date of Birth or name cannot be changed once it's verified & registered with your account. We are, however, working on making this an option in the future! 	If you're still looking to change your mobile number, you will have to create a new account with your new number, and also use new documents to verify yourself (which weren't used for verification in your previous account). Please note: Your	To help improve your experience in the future, please type and share why you would like to change your details on FamApp!
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			previous account's wallet balance would not be accessible in your new account.	
	Change my UPI ID	Guess what! You can now change/customize your UPI ID for ₹29.	<p>UPI IDs can be customised a maximum of 8 times! While creating your unique UPI ID, please keep the following in mind:</p> <ul style="list-style-type: none"> - The UPI ID can be alphanumeric - The UPI ID must contain either your first or last name used in your verification - It cannot contain brand names such as 'apple', 'amazon', etc. - In case you wish to create a UPI ID that contains a 10-digit number, only your own 10-digit phone number would be allowed 	<p>If you wish to customize your UPI ID, we will definitely help you.</p> <p>You can go to your UPI page. Click on "Manage UPI ID" and there you go, you can create a new UPI ID for yourself.</p> <p>Customize your UPI</p>
	Change my email ID	<p>Unfortunately, mobile numbers, emails, Date of Birth or name cannot be changed once it's verified & registered with your account.</p> <p>We are, however, working on making this an option in the future! 🌟</p>	To help improve your experience in the future, please type and share why you would like to change your details on FamApp!	Close Ended

Issue while verifying Aadhaar	whose Aadhaar shall I use for verification?	<p>Ah, I understand now!</p> <p>It seems like you're unsure about whose Aadhaar you should use for verification. No worries, I'm here to clarify things for you!</p>	<p>When it comes to verifying your account, it's important to use your own Aadhaar for the verification process. Make sure to use the Aadhaar details that belong to you personally. Using</p>	Close Ended
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			<p>someone else's Aadhaar for verification purposes is not recommended, as it may lead to issues down the line.</p> 	
	My Aadhar is already used	<p>I see, it seems that the Aadhaar you're trying to use for verification is already linked to an existing FamX account. 😞</p>	<p>It's possible that you might have previously used this Aadhaar to create an account or it's already associated with another account on FamX.</p> <p>To proceed with the verification process, you'll need to use a different Aadhaar that hasn't been used or linked to any existing FamX account.</p>	Close Ended
	Mobile number not linked to Aadhar	<p>Ah, I understand now! It seems that your mobile number is not linked to your Aadhaar. 😞</p>	<p>To verify your Aadhaar successfully, it's essential to have a mobile number linked to it. The verification process usually involves receiving an OTP (One-Time Password) on your registered mobile number for authentication.</p>	<p>Since your mobile number is not linked to your Aadhaar, it won't be possible to receive the OTP and complete the verification process. In such a case, I recommend getting your mobile number linked to your Aadhaar first. You can visit the nearest Aadhaar Seva Kendra or use the online services provided by the UIDAI (Unique Identification Authority of India: https://uidai.gov.in/) to link your mobile number to your Aadhaar.</p> <p>Once your mobile number is successfully linked, you can try the verification process again, and this time you should be able to receive the OTP and complete the verification.</p>
	DigiLocker server down	<p>Oh, it looks like you're experiencing an issue because the DigiLocker server is down. 😞</p>	<p>When the DigiLocker server is down, it can temporarily disrupt the services and functionalities related to DigiLocker,</p>	Close Ended

			<p>including the verification process. Unfortunately, this is something beyond our control, as server maintenance or technical glitches can occur from time to time.</p> <p>I recommend trying the verification process again after some time. Usually, server issues are resolved relatively quickly, and you should be able to proceed with the verification once the server is up and running again.</p>	
	DigiLocker session timeout or account temporarily blocked	I see! It seems you're encountering either a DigiLocker session timeout or your account is temporarily blocked.	<p>DigiLocker session timeout: Just start a new session and complete the verification within the time limit.</p> <p>Account temporarily blocked: Wait for about an hour, then try the verification process again.</p>	Close Ended
	DigiLocker OTP Not received	I see! You're facing an issue where you're not receiving the OTP (One-Time Password) from DigiLocker. 😊🔍	<p>Here are a few steps you can try to resolve the problem:</p> <ol style="list-style-type: none"> 1. Double-check your mobile number 2. Check your network connectivity 3. Resend the OTP 	Close Ended
	Forgot DigiLocker password	Oh no! It seems you've forgotten your DigiLocker password. Don't worry, we can help you regain access to your account! 😊🔍	<p>To reset your DigiLocker password, follow these steps:</p> <ol style="list-style-type: none"> 1. Visit the DigiLocker website or open the DigiLocker mobile app. 2. Click on the "Forgot Password" or "Reset Password" option. It is usually located near the login section. 	Close Ended

			<p>3. Provide the necessary details, such as your registered mobile number or email address associated with your DigiLocker account.</p> <p>4. You will receive instructions on how to reset your password. Follow the provided steps carefully.</p> <p>5. Create a new password that is secure and unique. Make sure to follow any password requirements mentioned during the reset process.</p> <p>6. Once you've successfully reset your password, you can log in to your DigiLocker account using the new password.</p>	
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Issue while taking selfie	<p>I understand! You're facing an issue while taking a selfie during the verification process. Let's work on resolving this together! 😊📷</p> <p>Could you please provide more details about the problem you're experiencing?</p>	Failed to verify selfie	Ah, we see your selfie verification has failed.	We request you to re-try selfie verification and make sure the selfie being verified is of the Aadhaar holder only.
		Error on selfie Verification	Ah, we see you're getting an error in selfie verification.	<p>We request you to re-try selfie verification and make sure the selfie being verified is of the Aadhaar holder only.</p> <p>If the error still persists, please share a screenshot of the error you're facing.</p>

OTP not received in parent's phone for consent	<p>I see! You're facing an issue where you're not receiving the OTP (One-Time Password) in parent's phone. 😊🔍</p>	<p>Here are a few steps you can try to resolve the problem:</p> <p>1. Check your</p>	Thanks, my issue is resolved	<p>Glad to hear it 😊</p> <p>It was great chatting with you Customer First ...!</p>
			I have a	Back to main menu

		network connectivity 2. Resend the OTP	different concern	
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Issue while verifying via video call	<p>When encountering problems during the video call verification process, it's important to identify the specific issue you're facing.</p> <p>Could you please provide more details about the problem you're experiencing?</p>	Video verification failed	<p>I see! You're facing an issue where the video verification process has failed. Let's work together to find a solution for you! 😊📱</p>	<p>When video verification fails, it can be frustrating, but there are a few things you can try:</p> <ol style="list-style-type: none"> 1. Ensure that you have a strong and uninterrupted internet connection during the process. 2. Make sure to carefully follow the instructions provided during the video verification. Pay attention to any specific guidelines regarding lighting, positioning, and gestures to ensure accurate verification. 3. Ensure that your device's camera is functioning properly. If possible, test the camera before starting the verification process. 4. If the video verification fails, you can try the process again. Double-check all the requirements and instructions and attempt the verification with extra care. 	Close Ended
		Could not connect to agent	<p>I understand! You're facing an issue where you're unable to connect to the agent during the video call verification</p>	<p>There are a few things you can try:</p> <ol style="list-style-type: none"> 1. Ensure that you have a strong and uninterrupted internet connection during the process. 	Close Ended

			<p>process.</p> <p>Let's work on resolving this together! 😊📞</p>	<p>2. Close the video call and try initiating the connection again. Sometimes, technical glitches can occur, and restarting the call might resolve the issue.</p> <p>3. If the connection issue persists, it could be due to high traffic or temporary technical difficulties. Wait for some time and try the video call verification process again at a later time.</p>	
		Video call disconnected	<p>I see! You're experiencing an issue where the video call gets disconnected during the verification process.</p> <p>Let's work together to resolve this! 😊📞</p>	<p>When the video call gets disconnected, it can be frustrating, but there are a few steps you can take:</p> <p>1. Ensure that you have a strong and uninterrupted internet connection during the process.</p> <p>2. If the call gets disconnected, try reconnecting by restarting the video call. Follow the provided instructions and ensure that you are in a suitable environment with good lighting and minimal background noise.</p>	Close Ended
		Why do I need to provide device permissions?	<p>Great question! 😊📱</p> <p>When you're asked to provide device permissions during the verification process, it's to ensure that the</p>	<p>Let me explain why these permissions are required:</p> <p>1. Camera permission: The camera permission allows the verification process to capture live video or images of</p>	<p>These permissions are crucial to conduct a thorough and accurate verification process. They are requested to protect your identity and</p>

			<p>necessary functionalities of your device, such as the camera, microphone and location, can be utilized for a successful verification experience.</p>	<p>your identity documents or yourself during the video call. It helps in verifying your identity and ensuring the authenticity of the information provided.</p> <p>2. Microphone permission: The microphone permission allows the verification process to capture audio during the video call. It enables communication between you and the verification agent, making it possible to interact, provide responses, and clarify any information if needed.</p> <p>3. Location permission: The location permission allows the verification process to access your device's GPS or network-based location information. This information can help verify your current location and ensure that you are present in the specified region or country where the verification is being conducted. It adds an extra layer of verification and helps prevent fraudulent activities.</p>	<p>ensure the security of the verification procedure. Rest assured that the permissions are used solely for the purpose of verification and are not intended for any other unauthorized activities.</p>
		<p>Why do I need to confirm my address ?</p>	<p>Great question! 😊🏠</p> <p>Confirming your</p>	<p>Let me explain why it's necessary:</p> <p>1. Identity</p>	<p>By confirming your address, you contribute to a more secure</p>

			<p>address during the verification process serves a few important purposes.</p>	<p>verification: Confirming your address helps verify your identity and ensures that the information you provide matches the records available. It adds an extra layer of authentication, as your address is a crucial component of your identity.</p> <p>2. Compliance with regulations: Verifying your address is often required to comply with legal and regulatory requirements. It helps ensure that the verification process meets the standards set by governing authorities and helps prevent fraudulent activities.</p> <p>3. Service eligibility: In certain cases, confirming your address may be necessary to determine your eligibility for specific services or to comply with location-based regulations. It helps validate that you are in a particular region or country where the service is available or allowed.</p> <p>4. Security and fraud prevention: Confirming your address helps protect your account and personal information from</p>	<p>and reliable verification process, safeguarding your personal information and preventing potential misuse.</p>
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				<p>unauthorized access and fraudulent activities. It ensures that only the rightful owner of the account can proceed with the verification process.</p>	
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<p>About my Account no. & IFSC Code</p>	<p>Your FamApp account currently does not have an Account Number or IFSC code! We are working hard on bringing you this feature 🙌</p>	<p>Meanwhile, there's a faster and easier way to receive money on FamApp - by simply sharing your UPI ID or QR code! ✨</p> <p>View my UPI ID and QR code</p> <p>PS. You can also add money directly into your account through UPI, debit card</p>
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<p>My account limits</p>	<p>Checking cohort</p>	<p>Your account limits vary depending on whether you have a subscription or not</p> <p>Since you do not have a subscription, your limits are</p> <ul style="list-style-type: none"> - ₹5,000 per month and ₹50,000 per year for loading - ₹5,000 balance limit <p>You can change/upgrade your limits in the following scenarios:</p> <ul style="list-style-type: none"> - You can upgrade your limits if you buy FamX Plus, Ultra or enable the deposit switch in the app. - If you turn 18, your limits get upgraded. <p>Why do we charge for higher limits?</p> <p>The fee for higher limits helps sustain and enhance FamApp's quality, covering costs related to KYC & verification, transactions, and maintaining the app. This ensures a seamless and reliable experience for all your payment needs.</p>	<p>You can always check your limits in the FamX account section of your app.</p>	<p>You can change/upgrade your limits in the following scenarios:</p> <ul style="list-style-type: none"> - You can upgrade your limits if you buy FamX Plus or FamX Ultra - If you turn 18, your limits get upgraded. - If you turn 21, your limits get upgraded.
		<p>Your account limits vary depending on whether you have a subscription or not</p>		

		<p>Since you do not have a subscription, your limits are</p> <ul style="list-style-type: none"> - ₹1,00,000 per month and ₹6,00,000 per year for loading - ₹1,00,000 balance limit <p>Why do we charge for higher limits? The fee for higher limits helps sustain and enhance FamApp's quality, covering costs related to KYC & verification, transactions, and maintaining the app. This ensures a seamless and reliable experience for all your payment needs.</p> <p>Your account limits vary depending on whether you have a subscription or not</p> <p>Since you do not have a subscription, your limits are</p> <ul style="list-style-type: none"> - ₹10,000 per month and ₹1,20,000 per year for loading - ₹10,000 balance limit <p>You can change/upgrade your limits in the following scenarios:</p> <ul style="list-style-type: none"> - You can upgrade your limits if you buy FamX Plus or Ultra. - If you turn 21, your limits get upgraded. <p>Why do we charge for higher limits? The fee for higher limits helps sustain and enhance FamApp's quality, covering costs related to KYC & verification, transactions, and maintaining the app. This ensures a seamless and reliable experience for all your payment needs.</p> <p>Your account limits vary depending on whether you have a subscription or not</p> <p>Since you are a plus member, your limits are</p> <ul style="list-style-type: none"> - ₹10,000 per month and ₹1,20,000 per year for loading - ₹10,000 balance limit <p>You can change/upgrade your limits in the following scenarios:</p>		
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		<p>- You can upgrade your limits if you buy FamX Plus or FamX Ultra - If you turn 21, your limits get upgraded.</p> <p>Why do we charge for higher limits? The fee for higher limits helps sustain and enhance FamApp's quality, covering costs related to KYC & verification, transactions, and maintaining the app. This ensures a seamless and reliable experience for all your payment needs.</p> <p>Your account limits vary depending on whether you have a subscription or not</p> <p>Since you are a plus member, your limits are</p> <ul style="list-style-type: none"> - ₹1,00,000 per month and ₹6,00,000 per year for loading - ₹1,00,000 balance limit <p>You can change/upgrade your limits in the following scenarios:</p> <p>- You can upgrade your limits if you buy FamX Ultra - If you turn 21, your limits get upgraded.</p> <p>Why do we charge for higher limits? The fee for higher limits helps sustain and enhance FamApp's quality, covering costs related to KYC & verification, transactions, and maintaining the app. This ensures a seamless and reliable experience for all your payment needs.</p> <p>Your account limits vary depending on whether you have a subscription or not</p> <p>Since you are a plus member, your limits are</p> <ul style="list-style-type: none"> - ₹2,00,000 per month and ₹12,00,000 per year for loading - ₹2,00,000 balance limit <p>Why do we charge for higher limits? The fee for higher limits helps sustain and enhance FamApp's</p>		
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	<p>quality, covering costs related to KYC & verification, transactions, and maintaining the app. This ensures a seamless and reliable experience for all your payment needs.</p>		
	<p>Your account limits vary depending on whether you have a subscription or not</p> <p>Since you are an ultra member, your limits are</p> <ul style="list-style-type: none"> - ₹1,00,000 per month and ₹6,00,000 per year for loading - ₹1,00,000 balance limit - If you turn 18, your limits get upgraded. <p>Why do we charge for higher limits? The fee for higher limits helps sustain and enhance FamApp's quality, covering costs related to KYC & verification, transactions, and maintaining the app. This ensures a seamless and reliable experience for all your payment needs.</p>		
	<p>Your account limits vary depending on whether you have a subscription or not</p> <p>Since you are an ultra member, your limits are</p> <ul style="list-style-type: none"> - ₹2,00,000 per month and ₹12,00,000 per year for loading - ₹2,00,000 balance limit <p>Why do we charge for higher limits? The fee for higher limits helps sustain and enhance FamApp's quality, covering costs related to KYC & verification, transactions, and maintaining the app. This ensures a seamless and reliable experience for all your payment needs.</p>		
	<p>Your account limits vary depending on whether you have a subscription or not</p> <p>Since you are an ultra member, your limits are</p> <ul style="list-style-type: none"> - ₹2,00,000 per month and 		

		<p>₹12,00,000 per year for loading - ₹2,00,000 balance limit</p> <p>Why do we charge for higher limits? The fee for higher limits helps sustain and enhance FamApp's quality, covering costs related to KYC & verification, transactions, and maintaining the app. This ensures a seamless and reliable experience for all your payment needs.</p>		
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Request to change registered address	<p>We will definitely help you.</p> <p>Please send an email to kyc@tritech.co.in with the Subject line as "Request to change registered address". Please attach the proof of address along with the registered name and number.</p> <p>Our expertised team would help you.</p>
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Subscriptions	Ultra membership	I want to know the benefits	<p>Here are all the benefits you get to enjoy for an entire year with the FamX Ultra membership:</p> <ul style="list-style-type: none"> - A free FamX card - Higher limits with balance limits up to ₹1L/month and spending limits up to ₹1L/month - The option to convert FamCoins to cash once a month: either 5000 FamCoins to ₹25, or 10,000 FamCoins to ₹100 - 6 free ATM withdrawals per year 	Close Ended			
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			<ul style="list-style-type: none"> - 2x FamCoins on Google Play Redeem Codes and gift cards - Priority support via call or chat 				
		I made a payment but I don't see the benefits	<p>We checked at our end. Your subscription is active 🤖</p> <p>You can now enjoy all your benefits!</p>	Close Ended			
		I made two payments	Calling api	Checking no. of subscriptions	Checking active subscriptions	<p>Yay! 🤖 Your subscription is active.</p> <p>We checked at our end and found only one successful transaction.</p> <p>Could you please share a screenshot of the transactions made for the subscription?</p>	<p>Close Ended</p> <p>Open ended</p>
	Plus membership	I want to know the benefits	<p>Here are all the benefits you get to enjoy for an entire year with the FamX Plus membership:</p> <ul style="list-style-type: none"> - Higher limits with balance limits up to ₹10,000/month and spending limits up to ₹10,000/month - The option to 	Close Ended			






			convert FamCoins to cash once a month: from 5000 FamCoins to ₹25 - 2x FamCoins on Google Play Redeem Codes and gift cards				
		I made a payment but I dont see the benefits	Checking active subscriptions	We checked at our end. Your subscription is active 🤖 You can now enjoy all your benefits!	Thank You	Close Ended	
				We checked and found that there is no attempt to purchase the subscription.	I want to escalate to an agent	Please describe your issue in detail along with the transaction details (if any), so we can help you better	Please share relevant screens of the issue you are facing at support@famap

I would like to permanently delete my account	That's terrible news Customer First ... (with GIF)	We apologize for any inconvenience caused that led to you deleting your account. 🙏	Are you sure you want to permanently delete your FamX account?	Yes, I am sure I want to delete my account permanently	Please tell us why you want to delete your FamX account?	Less rewards and cashbacks, unhappy with the current rewards 62.5	Could you please explain what went wrong?	We apologize for this inconvenience you had to face. 😞
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							I want to change the phone number link to the account	
							I want to change the name on the account	
							I want to change my DOB in the account	
							I want to change my parent's phone number or account details, etc	
							I have reached KYC limit after three attempts	
							Due to Maintenance fee	
							I want to open a bank account and use	

						PhonePe or GPay etc		
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Request for Account Statement	<p>We will definitely help you.</p> <p>Please send an email to support@famapp.in with the subject line as "Request for FamX Account statement". Make sure to mention the duration for the account statement (between 1-12 months) & send it from your registered email ID.</p>	<p>We will definitely help you.</p> <p>Please send an email to support@famapp.in with the subject line as "Request for FamX Account statement". Make sure to mention the duration for the account statement (between 1-12 months) & send it from your registered email ID.</p>
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My UPI ID	I need help setting up my UPI ID	<p>Your UPI ID is already set up Customer First ...!</p> <p> You're ready to make quick and easy payments, and earn FamCoins on it </p> <p>View my UPI ID and QR code</p>	<p>Let's setup your personalised UPI ID, Customer First ... </p> <p>Click below to get started! Setup UPI ID</p>	Close Ended		
	I'm facing issue while trying to register my UPI	<p>Are you trying to receive the otp to the below number?</p> <p>Phone number - Customer Phone</p>	Thank you, my issue is resolved	Close Ended		
		<p>If not, please check on the above number if you have received the otp.</p>	My issue is not resolved	Please elaborate your concern	Please share a releavent screenshot of the error at support@famapp.in	Open ended
	I can't find my UPI ID or QR code	<p>Here you go Customer First ...!</p> <p></p> <p>View my UPI ID and QR code</p> <p> For future reference, you can find your UPI ID and QR code by going to your Profile and</p>	Close Ended			

		clicking on your Profile icon!				
	I'm unable to scan a QR code	Please elaborate your concern	Please share a releavent screenshot of the error at support@famapp.in	Open ended		
	I need help in customising my UPI ID	Guess what! You can now change/customize your UPI ID for ₹29.	<p>UPI IDs can be customised a maximum of 8 times! While creating your unique UPI ID, please keep the following in mind:</p> <ul style="list-style-type: none"> - The UPI ID can be alphanumeric - The UPI ID must contain either your first or last name used in your verification - It cannot contain brand names such as 'apple', 'amazon', etc. - In case you wish to create a UPI ID that contains a 10-digit number, only your own 10-digit phone number would be allowed 	<p>If you wish to customize your UPI ID, we will definitely help you.</p> <p>You can go to your UPI page. Click on "Manage UPI ID" and there you go, you can create a new UPI ID for yourself.</p> <p>Customize your UPI</p>	Close Ended	
	What is backup UPI ID	<p>UPI IDs can be customised a maximum of 8 times! While creating your unique UPI ID, please keep the following in mind:</p> <ul style="list-style-type: none"> - The UPI ID can be alphanumeric - The UPI ID must contain either your first or last name used in your verification - It cannot contain brand names such as 'apple', 'amazon', etc. - In case you wish to create a UPI ID 	<p>Here are some things to keep in mind while creating your unique UPI ID:</p> <ul style="list-style-type: none"> - The UPI ID can be alphanumeric - The UPI ID must contain either your first or last name used in your verification - It cannot contain brand names such as 'apple', 'amazon', etc. - In case you wish to create a UPI ID that contains a 10-digit number, only your own 10-digit phone 	<p>Adding a back up UPI ID on the app helps us transfer your money to a safe and trusted account in case of any account issues.</p>	<p>It is not mandatory! However, we would recommend adding a backup UPI ID so that we can transfer your money to a safe and trusted account in case of any account issues.</p>	Close Ended

		that contains a 10-digit number, only your own 10-digit phone number would be allowed	number would be allowed			
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My UPI ID	I need help setting up my UPI ID	<p>Your UPI ID is already set up Customer First ...! 🤖</p> <p>You're ready to make quick and easy payments, and earn FamCoins on it 🏆</p> <p>View my UPI ID and QR code</p>	<p>Let's setup your personalised UPI ID, Customer First ... ✨</p> <p>Click below to get started! Setup UPI ID</p>	Close Ended	
	I'm facing issue while trying to register my UPI	<p>Are you trying to receive the otp to the below number?</p> <p>Phone number - Customer Phone</p>	Thank you, my issue is resolved	Close Ended	
		If not, please check on the above number if you have received the otp.	My issue is not resolved	Please elaborate your concern	Please share a releavent screenshot of the error at support@famapp.in
	I can't find my UPI ID or QR code	<p>Here you go Customer First ...! 🌸</p> <p>View my UPI ID and QR code</p> <p>💡 For future reference, you can find your UPI ID and QR code by going to your Profile and clicking on your Profile icon!</p>	Close Ended		
	I'm unable	Please elaborate your concern	Please share a releavent screenshot	Open ended	

	to scan a QR code		of the error at support@famapp.in		
	I need help in customising my UPI ID	Guess what! You can now change/customize your UPI ID for ₹29.	<p>UPI IDs can be customised a maximum of 8 times! While creating your unique UPI ID, please keep the following in mind:</p> <ul style="list-style-type: none"> - The UPI ID can be alphanumeric - The UPI ID must contain either your first or last name used in your verification - It cannot contain brand names such as 'apple', 'amazon', etc. - In case you wish to create a UPI ID that contains a 10-digit number, only your own 10-digit phone number would be allowed 	<p>If you wish to customize your UPI ID, we will definitely help you.</p> <p>You can go to your UPI page. Click on "Manage UPI ID" and there you go, you can create a new UPI ID for yourself.</p> <p>Customize your UPI</p>	Close Ended
	What is backup UPI ID	<p>UPI IDs can be customised a maximum of 8 times! While creating your unique UPI ID, please keep the following in mind:</p> <ul style="list-style-type: none"> - The UPI ID can be alphanumeric - The UPI ID must contain either your first or last name used in your verification - It cannot contain brand names such as 'apple', 'amazon', etc. - In case you wish to create a UPI ID that contains a 10-digit number, only your own 10-digit phone 	<p>Here are some things to keep in mind while creating your unique UPI ID:</p> <ul style="list-style-type: none"> - The UPI ID can be alphanumeric - The UPI ID must contain either your first or last name used in your verification - It cannot contain brand names such as 'apple', 'amazon', etc. - In case you wish to create a UPI ID that contains a 10-digit number, only your own 10-digit phone number would be allowed 	<p>Adding a backup UPI ID on the app helps us transfer your money to a safe and trusted account in case of any account issues.</p>	<p>It is not mandatory! However, we would recommend adding a backup UPI ID so that we can transfer your money to a safe and trusted account in case of any account issues.</p>

		number would be allowed			
My FamX Card	I'm have concerns related to the physical card	I want to track my FamX Card	Checking if card is ordered	It seems you haven't ordered your FamX Card yet. Order Now	Design - Checking number of days
		I have questions about FamX Card's fees and charges	How much does the FamX Card cost?	Checking if ultra	Get creative and design your card with doodles and signature fonts to match your style! The price for the physical card is ₹399/- However, you can get your card for free by subscribing to the Ultra membership
			Why was I charged a surcharge?		
		I'm unable to activate my FamX Card	Card Not Ordered Flow	It seems you haven't ordered your FamX Card yet. Order Now	Hang in there Customer First ..., your FamX Card is on it's way! 😊 Once delivered, you can go ahead and activate your card 🌟 You can track your card here until it reaches you ❤️ Track FamX Card
			We're checking your FamX Card's activation status	ou can Activate your FamX	Close Ended

				<p>Card by tapping on "Activate FamX Card" button on the Card Home screen.</p> <p>Go to Card Home</p>	
			<p>It seems you have already activated your FamX Card!</p> <p>You can now use it for all your online and offline payments!</p>	<p>Close Ended</p>	
			<p>I want to activate TapnPay</p>	<p>We will definitely help you.</p> <p>Please click here to activate TapnPay on your card</p> <p>Once you activate, you can set limits on the usage of TapnPay in your card settings</p>	<p>Close Ended</p>
			<p>I want to activate ECom</p>	<p>It seems like your ECom is already activated.</p> <p>Please recheck your limits and wallet balance if you face any issues</p>	<p>Close Ended</p>

				<p>while using the ECom.</p> <p>Go to Card home page</p>	
				<p>We will definitely help you.</p> <p>Please click here to activate TapnPay on your card</p> <p>Once you activate, you can set limits on the usage of TapnPay in your card settings</p>	Close Ended
		I want to apply limits to my FamX Card	<p>To apply or change the limits of your FamX Card, please tap on the  button on the "top-right" corner of the Card Home screen</p> <p>Go to the Card Home screen</p>	Close Ended	
		I want to block/pause my FamX Card	<p>Blocking or pausing your FamCard is super easy!</p> <p>Simply visit your Card Home Screen, tap on the  icon on the top right, and choose to block or pause your card!</p> <p>Tap here for quick access: Go to the Card Home screen</p>	Close Ended	

	I'm facing issues with my virtual card	I'm unable to view my FamX Card details on the app	Thanks for sharing. Nothing to worry! Our best minds are working on fixing the issue for you. The issue would be resolved within 3-4 days.	Close Ended	
			Please check your network connection and check again in your card section.	Thank you! My issue is resolved.	Close Ended
				My card is still not visible	Please elaborate your concern/ Screenshot
	I'm facing issue with card transactions	My FamX Card is getting declined by card machines	Please elaborate your concern /Screenshots	Open ended	
		I'm unable to withdraw cash from ATMs with my FamX Card	Currently, you can withdraw from the below-mentioned list of ATMs and we are trying to expand the ATM withdrawal facility to all the banks.	Thank You	Close Ended
			List of ATMs: ICICI Bank, HDFC Bank, Axis Bank, SBI Bank, Bank of Baroda, Federal Bank, IndusInd Bank, CSB Bank, Karur Vysa Bank, Indian Overseas Bank and Karnataka Bank.	I am trying to withdraw from one of the above banks	Please keep ₹29 extra in your wallet other than the amount you are trying to withdraw.

Issue with my payments	I have an issue with my existing transaction	Open ended
	I'm unable to make a transaction	Open ended
	I did not receive	Open ended

	the money sent to me	
	Unable to transfer balance from IDFC account	<p>Please accept our sincere apologies. Our program with IDFC is now closed.</p> <p>For any query related to the IDFC FamApp wallet, we request you to contact IDFC FIRST Bank on their toll-free number 1800 10 888 or send an email to banker@idfcfirstbank.com</p>

GiftCards/Rewards/Giveaways	Giftcard code not working	Elaborate/ Screenshot	Open ended
	Where can I find the gift card code	<p>Please refresh the app and go to your Gift card section on the spending page and click on "my Gift cards" There you will be able to see all the Gift cards that you have purchased.</p> <p>Go to "My gift cards"</p>	Close Ended
	How to earn famcoins	<p>Fam Coins can no longer be earned through the following methods (whether it is FamX classic, plus, or ultra):</p> <ul style="list-style-type: none"> - Peer-to-Peer (P2P) transactions - Unified Payments Interface (UPI) 	<p>However, VISA card transactions will get 1x Fam Coins instead of 2X for all users - classic, plus, and ultra.</p> <p>Also, as a FamX Plus or Ultra user, you can earn 2X Fam coins from 2nd (Gift card/ Google Play recharge codes/Recharges) purchase onwards.</p>

		<p>transactions</p> <ul style="list-style-type: none"> - First purchase of Gift cards including GPRC (Google Play Recharge Code), Mobile recharge. - Electricity Bill Payments. 	
	I have not received famcoins for a transaction	Please describe your issue in detail along with the transaction details (if any), so we can help you better	Open ended
	I have another issue	Please describe your issue in detail along with the transaction details (if any), so we can help you better	Open ended
	Regarding Famcash	What is FamCash?	Close Ended
		How to use FamCash?	Close Ended
		Where to use FamCash?	Close Ended
		Is the Famcash different than Famcoins	Close Ended
		Is there any	Close Ended

		limit on FamCash?	
		Will my FamCash Expire?	Close Ended
		How to check Famcash balance	Close Ended

Coins to cash converter	Our FamCoin to Cash converter is a special feature that lets you convert your FamCoins to real cash!
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