

# Reversing Airtel Money Transactions

This guide outlines methods for reversing an Airtel Money transaction if money was accidentally sent to the wrong recipient.

## Methods for Transaction Reversal

There are two primary methods for initiating a reversal:

1. **Using USSD Code \*334#**
  2. **Contacting Airtel Customer Care**
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### Method 1: Reversal Using USSD Code \*334#

The USSD code offers a quick reversal process, especially if initiated immediately after the transaction.

#### For Transactions Done Immediately (Recent):

Follow these steps for immediate reversals:

- Dial \*334# on your phone.
- Select Option 8: My account/PIN.
- Choose Option 2: Reverse Transaction.
- Select Option 1: Initiate Transaction Reversal.
- Choose the last transaction sent.
- Enter your Airtel Money PIN to confirm and complete the reversal.

#### For Older Transactions:

For transactions that were not reversed immediately:

- Dial \*334# on your phone.
- Select Option 8: My account/PIN.
- Choose Option 2: Reverse Transaction.
- Select Option 1: Initiate Transaction Reversal.
- Select Option 1: Other WSend Transactions.
- Enter the Airtel Money Transaction ID (found in transaction messages or the Airtel Money app).
- Enter your Airtel Money PIN to complete the reversal process.

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## Method 2: Contacting Airtel Customer Care

If USSD reversal is problematic or preferred, contact Airtel Customer Care.

### Steps to Contact Customer Care:

- Dial 100 or 0733 100 100.
- Choose Airtel Money services from the voice menu.
- Select the Airtel Money Reversal option.
- You will be connected to a customer care agent for assistance.

**Note:** This call is free of charge.

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## How to Approve a Reversal Request (as the Recipient)

If you are the unintended recipient of an Airtel Money transaction and receive a reversal request:

- Dial \*334# on your phone.
  - Select Option 8: My account/PIN.
  - Choose Option 2: Reverse Transaction.
  - Select Option 2: Approve/Reject Pending Reversal.
  - Choose the transaction to approve.
  - Enter your Airtel Money PIN and press OK.
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## Important Considerations for Reversals

- **Fund Availability:** For a reversal to succeed, the funds **must still be in the recipient's account**. If the recipient has already used or transferred the money, the reversal will not be successful.
- **Processing Time:** The reversal process may take up to 48 hours to complete.