

1) I am a New User , How can I sign up ?

You can sign up in 2 easy steps-

Step 1- Enter the mobile number or gmail ID you want to register on Divine Connection.

Step 2- Enter the OTP that you will receive on the email you entered to sign up.

Once you have successfully signed up, you can fill in the required details and start consulting India's best Astrologers and Counselors

2) How can I speak to an Astrologers and Counselors?

First, sign up on the Divine Connection app by entering your mobile number. Your number will be verified using an OTP, which you will receive via email.

Once you have signed up, you can talk to an Astrologers and Counselors in 3 easy steps-

Step 1- Explore the various expert Astrologers and Counselorss

available on the Divine Connection platform. Select an Astrologers and Counselors based on experience, expertise, price, and the language of your choice.

Step 2- Select a recharge pack and make payment.

Step 3: Click on the call/chat icon to initiate a consultation with an Astrologers and Counselors. If the Astrologers and Counselors is busy, you can join the queue (Queuing option will be available after 3 recharges).

3) What should I do if I am not receiving the OTP?

If you are receiving the OTP, please check the following things.

- We request you to be in a strong network zone to receive the OTP.
- We request you to use the correct Country/State code as per the number you want to log in/register with.
- Please check that the number is active and you are receiving other messages on it.

Meanwhile, you can log in via your registered email ID and password. If you are still not receiving the OTP, kindly write to us at contact us option.

#### 4) How can an Astrologers and Counselors help me?

Divine Connection brings you a wide variety of experts who have expertise in various areas. When you consult a Vedic Astrologers and Counselors, they can analyse your birth chart and tell you the likely outcomes and possible course of action that you can take.

They can give you a preview of what your life has planned for you. If facing difficulties, they can offer solutions. Tarot card readers will use tarot cards to guide you on the right path. Numerologists will rely on numbers related to your date of birth to offer you proper guidance and insight.

They can help with baby names, business names, or other things where numbers play a role. Vastu experts here can help you with all your Vastu Shastra doubts and needs. The Feng Shui experts here can help you build a positively enhanced and balanced space so that you enjoy harmony and prosperity.

Counselors have done Masters Degree and experienced in this Field. They are varified and giving the top notch advice .

Our Prashna Kundali experts can answer all your questions about love, career, marriage, finance, and more. The KP astrology experts here can predict future events with accuracy. All in all, our experts can help you in multiple ways.

However, please note that astrology consultation is not a replacement for any matter that requires medical or professional attention. (Refer to 'what questions I can ask', so you know what you can ask.)

5) For how long do I have to wait in Queue?

When you join the queue of any Astrologers and Counselors, check the "Queue Number", as it indicates the number you are placed at. You will also get to see the "Wait time", which indicates the expected time in which you will get a call/chat request from that Astrologers and Counselors.

For example- If the wait time shows 10 minutes, you will get a call/chat request in approximately 10 minutes.

6) I am in the queue, and the Astrologers and Counselors is now offline. What should I do?

If you are in a queue and the Astrologers and Counselors went offline, you don't have to worry as you are still in the queue. When the Astrologers and Counselors comes online again, you will get a call/chat request as per the same queue number you were placed at.

7) Do you have App ?

Yes , you can download our " DIVINE CONNECTION " App on Play Store and Apple Store.

8) Are the Astrologers and Counselorss and Counselors verified?

Yes, all the Astrologers and Counselorss on the Divine Connection platform go through a verification process. We verify the documents of all the Astrologers and Counselorss, after which the Astrologers and Counselorss go through a screening test. They also go through training sessions. All the experts here are verified and have relevant experience in their chosen areas of expertise.

9) All the Services and Features that are in Present and will be implemented in Future are Trusted and Genuine ?

YES , you can trust the each and every thing which is present on our Website and App as they are Genuine . We have implemented Best AI technology to give you Accurate and 100 percent results but it's not the final decision about you . You can take it as an Advise and not the Final Interpretation and Decision. For more details consult a person who is

expert in his field. If you follow our advice and something bad / wrong happened then we are not responsible. If you take any actions against us then you will be banned and black listed for life time and you have to pay for the consequences . You have signed the agreement and you will not do anything against us which can harm you and society as well.

10) Do Astrologers and Counselorss know who they are talking to?

No, the Astrologers and Counselorss have no access to your phone number or address at any point. If you have shared your name, that is all they will know. Your Privacy is protected with us.

11) How do I pay?

You can pay via - Credit / Debit card

Netbanking

Wallet - Paytm, Google Pay, Phone pay, Amazon Pay, etc...

Paypal / Phone Pay (International users)

12 ) Why am I unable to pay?

If you are unable to pay, it could be because the payment gateway is inactive, or your card is not working. In either case, try using another card.

- Recharge/Wallet Related

13) I have clicked on the Call/Chat button but I did not receive any Call/Chat. Why is that so?

There are many reasons you may have made a call/chat request but have not received a call/chat. These could be-

1. You are in a no network zone.
2. Your chosen Astrologers and Counselors is in a no network zone.
3. Your chosen Astrologers and Counselors has not received the call at their end.
4. There may be an internet issue at the customer or the Astrologers and Counselors's end if the call/chat request is not received.
5. Please check your phone number in the My Account > Edit Profile > Personal details. Please ensure your mobile number is updated/verified.

14) I could not hear the Astrologers and Counselors but my balance was still deducted. Why is that so?

This may occur due to poor connectivity or network loss at the customer or Astrologers and Counselors's end. In case your balance was deducted for such a call where you were unable to communicate with the Astrologers and Counselors, please write to us at " Contact us " from . We will refund the amount for all genuine cases. Also, please ensure you have good connectivity before making the call request. If you are fake , then you will be blacklisted.

15) I did not get any reply from the Astrologers and Counselors in the chat box but my balance was still deducted. Why is that so?

This may occur due to poor connectivity or internet issue at the customer or Astrologers and Counselors's end. In case your balance was deducted for such a chat where you were unable to communicate with the Astrologers and Counselors, please write to us at [customercare@Divine Connection.com](mailto:customercare@Divine Connection.com). We will refund the amount for all genuine....

16) When and how can I request a refund?

If you cannot hear or there is excessive call drop or the Astrologers and Counselors takes a long time to respond or doesn't respond appropriately, or any other technical issue, you can request a refund by filling the Contact us form.



17) The call/chat dropped while I was talking. What should I do?

Please check to see if your balance is over. If yes, just recharge and continue your call/chat. If not, click on the call/chat button once again, and you should get connected.

18) It is showing call in progress, but I am not on call. What should I do?

If this happens, please fill contact us form and we will resolve your issue at the earliest.

19) Can i delete my Account ?

Yes you can delete but it will be difficult to open the account again so we advise that don't delete your Account.

20) Will I get a confirmation for the booked appointment?

Yes. After successful payment, you will get an email and SMS with the confirmation and your appointment details. On the day of the appointment, you will get a reminder email and SMS.

21) Can I utilise my remaining minutes later?

We would like to request you to utilise your entire appointment duration as the remaining minutes will neither be carried forward, refunded nor can they be claimed later.

22) Pooja will be Online ?

Yes , Pooja will be Online. When the Pooja will be finished then we will end the meeting. Time is flexible for the meeting. It depends on the Pooja . We focus on quality first . As the Pooja is finished then we will end the meeting. We will schedule Pooja as per your time convenience.

23) Emotional Support services are available on Call ?

Yes , We will schedule counselling call and meeting as per your time convenience.

Yes , Emotional Support services means, Counselling. It is available on Call and online meeting . When the call will be finished then we will end the meeting. Time is flexible for the meeting. It depends on the problem . We focus on quality first . As the call is finished then we will end the meeting. We will schedule a call as per your time convenience.

24) Astrology services are available on Call and Chat ?

Yes , We will schedule call and meeting as per your time convenience.

Yes , Astrology services are available on Call and online meeting . When the call will be finished then we will end the meeting. Time is flexible for the meeting. It depends on the problem . We focus on quality first . As the call is finished then we will end the meeting. We will schedule a call as per your time convenience.

25) What if user don't agree the terms and conditions and misbehave in call or meeting ?

For this kind of user, we are not responsible for his actions and we will take Strict Action will take against the user and he / she will be blacklisted for life time. We will cut the call immediately and money will not be refunded at any cost.

26 ) I want to ask another question apart from the above questions. Also I want to give feedback and I have found a bug.

You can fill the " Contact us " form and share the details. You can find " Contact us " form at the End.