
Customer Support Knowledge Base: Deposits & Payments

This document provides solutions to common customer queries and issues related to adding and withdrawing funds on our platform.

1. Deposits

1.1. How can I add money (deposit) to my account?

- **Answer:** Adding funds to your wallet is quick and secure. Follow these steps:
 1. Log in to your account and tap on the "Wallet" or "Add Cash" button.
 2. Enter the amount you wish to deposit. Make sure to check for any available deposit offers or bonus codes!
 3. Select your preferred payment method from the list (Credit/Debit Card, Net Banking, UPI, or other mobile wallets).
 4. You will be securely redirected to the payment gateway. Follow the on-screen instructions to complete your payment.
 5. Once successful, the amount will be credited to your account wallet instantly.

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1.2. What payment methods do you accept?

- **Answer:** We support a wide range of popular and secure payment methods to make it convenient for you. These include:
 - **UPI:** Google Pay, PhonePe, Paytm, and other BHIM UPI apps.
 - **Credit/Debit Cards:** Visa, Mastercard, RuPay, and Maestro.
 - **Net Banking:** All major Indian banks are supported.
 - **Mobile Wallets:** Such as Paytm, Mobikwik, etc.

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1.3. My deposit failed, but the money was deducted from my bank account. What should I do?

- **Answer:** This can sometimes happen due to network issues between the bank and our platform. Please do not worry, your money is safe.
 - Typically, the amount is automatically refunded to your bank account by the payment gateway within 5-7 business days.
 - We recommend waiting for this period. You do not need to do anything.
 - If the money is not credited back to your account after 7 business days, please contact our support team. Provide us with the transaction ID, date, and amount, and we will investigate it immediately.

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1.4. Is there a minimum or maximum deposit amount?

- **Answer:** Yes, to ensure responsible gaming and for operational reasons, there are limits on deposits.
 - You can find the minimum deposit amount specified on the "Add Cash" screen.
 - You can also set your own daily and monthly deposit limits through the "Responsible Gaming" section in your account settings to help you manage your spending.

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2. Withdrawals

2.1. How can I withdraw my winnings?

- **Answer:** Congratulations on your win! You can withdraw your winnings directly to your verified bank account or UPI ID. Here's how:
 1. Go to the "Wallet" section and select "Withdraw".
 2. Ensure your KYC is complete. Withdrawals can only be processed for KYC-verified users.
 3. Add and verify the bank account or UPI ID where you wish to receive the money.
 4. Enter the amount you want to withdraw from your "Winnings" balance.
 5. Confirm the transaction. The funds will be transferred to your account.

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2.2. My withdrawal request is still 'Pending' or 'Processing'. Why?

- **Answer:** Our team reviews all withdrawal requests to ensure security and compliance.
 - Standard processing can take anywhere from a few hours up to 24-48 hours.
 - Requests made on weekends or bank holidays might take slightly longer to process.
 - If your withdrawal has been pending for more than 48 hours, please feel free to contact our support team.

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2.3. Why did my withdrawal request fail?

- **Answer:** A withdrawal request may fail for a few reasons:
 - **Incorrect Bank Details:** The bank account number or IFSC code provided might be incorrect. Please verify and re-enter the correct details.
 - **KYC Not Complete/Verified:** Your KYC verification might be incomplete or rejected. Please check your KYC status.

- **Bank Server Issues:** Sometimes the receiving bank's servers are down or unresponsive. You can try initiating the withdrawal again after some time.
- If the issue persists, our support team is here to help you.

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2.4. Why can't I withdraw my deposit amount or bonus cash?

- **Answer:** As per our platform policy:
 - **Winnings Balance:** You can only withdraw funds from your "Winnings Account".
 - **Deposit Balance:** The amount you deposit is for playing games on the platform and cannot be directly withdrawn. You must use it to participate in contests.
 - **Bonus Cash:** Any bonus or promotional cash is for participation in games and usually has specific conditions. It cannot be withdrawn.

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3. Taxes & Transaction History

3.1. Are there any taxes on my winnings?

- **Answer:** Yes. As per government regulations, a 30% tax (TDS - Tax Deducted at Source) is applicable on all net winnings from online gaming.
 - We are required by law to deduct this TDS before crediting the final amount to your withdrawal request.
 - You can find a TDS certificate in your account section, which you can use when filing your income tax returns.

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3.2. Where can I see all my past transactions?

- **Answer:** You can view a complete history of all your deposits, withdrawals, and game entries in the "Transaction History" or "My Transactions" section, which is typically found within your Wallet or Profile. This allows you to keep track of all your activity on the platform.
