

NepaliPay Support

Service Status: Beta Release

NepaliPay is currently operating as a beta-stage financial technology platform. If you need assistance, our support team is available to help.

Contact Support

For all support inquiries, please contact us via email:

contact@nepalipay.com

When contacting support, please include:

Your registered email address

Transaction reference ID (if applicable)

Date and amount of the transaction

A clear description of the issue

Response Time

We aim to respond within 48 business hours.

Response times may vary depending on transaction type, third-party provider involvement, and verification requirements.

Frequently Asked Questions

1. How do I verify my identity?

To complete identity verification:

- Open the Home screen.
- Tap the “Verify Identity” banner.
- Upload a valid government-issued ID (e.g., passport or national ID).
- Complete the selfie/liveness check.

Verification is processed by our identity provider and may take time depending on review requirements.

Financial features remain restricted until verification is approved.

2. Why is my transaction pending?

While many transactions process quickly, some may be delayed due to:

- Compliance checks (KYC/AML review)
- Payment processor verification
- Card network authorization timing
- Blockchain confirmation (if applicable)
- Third-party provider processing

NepaliPay does not control external settlement timelines.

If your transaction remains pending beyond a reasonable period, please contact support with the transaction reference ID.

3. How do I freeze my card?

To freeze a virtual card:

- Open the Cards tab.
- Select the card you wish to freeze.
- Tap “Freeze”.

Freezing a card prevents new authorizations.

Existing pending authorizations may still settle according to card network rules.

If you suspect unauthorized activity, contact support immediately.

4. Can I delete my account?

Yes.

To request account deletion:

- Email contact@nepalipay.com
- Use the subject line: "Account Deletion Request"

Please note:

- Identity verification may be required before deletion.
- Certain information may be retained to comply with legal and regulatory obligations (e.g., AML requirements).
- Deletion may result in permanent loss of access to your account.

Important Notice

NepaliPay relies on third-party financial providers for certain services.

Some disputes, reversals, or chargebacks may be governed by card network or payment processor rules and may require additional documentation.

For more details, please refer to our:

- Privacy Policy
- Terms of Service
- Support & Dispute Policy