Conditions of Failure: Digital Banking

1 My beneficiary's account is not yet credited with the amount I have transferred

Please use 'raise a query' option available in support section in the app using your transaction reference number. You could also track your query from time to time.
You can now browse our 'Discover our features' videos available in support section of our app for a demo of various features available in our app.

2 From the list of beneficiaries, I am not able to see the name of beneficiary I have added earlier

Please use 'raise a query' option available in support section in the app. You could also track your query from time to time. You can now browse our 'Discover our features' videos available in support section of our app for a demo of various features available in our app.

3 I have transferred an amount of $XXX to a beneficiary. But the transaction has been rejected and credited back to my account. What could be the reason?

The reason for reversal of funds into your account could be incorrect beneficiary details entered. kindly check and confirm the beneficiary details before re-initiating the transaction. You can now browse our 'Discover our features' videos available in support section of our app for a demo of various features available in our app.

You can now browse our 'Discover our features' videos available in support section of our app for a demo of various features available in our app.

4 If a transaction is not credited to the beneficiary account, does the remitter get back the money?

Yes. If the beneficiary's bank is unable to credit the beneficiary's account for any reason, the former will return the money to the remitting bank within 2 hours. Once the amount is received by the remitting bank, it is credited to the remitter's account by the branch concerned.

5 What should be done if customer does not find old transaction on the screen?

Please use smart search option for old transaction using date /amount/tag etc.

6 What should be done if customer does not find transaction older than 3 years?

Please contact branch and put request for older transaction Or your request will be taken by us and will be forwarded to our specialized team/Branch for resolution

7   What is the next step after raising the query?

Dear Customer, please select Track Query option to get the status update and reply to your query

8   How to track the query after it has been raised?

Dear Customer, you can smart search by using your details for tracking the query

9   What to do if there is discrepancy in last login information?

User may raise a query using the hamburger menu > Support and the support team will take necessary action to clarify user on last login details

10   My Occupation is not in the given list. What should I do?

Select Others and then write details

11   I am not able to upload my image.

To be discussed with technical team

12   The changes I have made in my profile are not being saved

User will be asked about the fields that have been modified and a query is raised to address this issue

13   I am unable to view the modified/changed information in my profile

User will be asked about the fields that have been modified and a query is raised to address this issue

14   The changes I have made in my profile are not being saved

User will be asked about the fields that have been modified and a query is raised to address this issue

15   Special Discounts for OPEN FINANCE Customers are not applied as the offer displayed in the app.

We regret the inconvenience. Please try again.

16   I am unable to add products to my wishlist

Please try adding your product again to the wishlist. If the issue persist, please mail your queries to …….@Open Finance.co.in

17 Special Discounts for OPEN FINANCE Customers not applied as the offer displayed in the app.

We regret the inconvenience. Please try again.

18 My session expired. What do I do now?

We regret the inconvenience. Please try after sometime.

19 Merchant site is not responding.

We regret the inconvenience. Please try after sometime.

20 The selected product is out of stock.

We regret the inconvenience. Please contact the Merchant customer care.

21 The product is available cheaper at a different merchant site. Why is the merchant detail not available on your platform?

We thank you for your feedback. The Merchants on OPEN FINANCE platform offer wide variety of products. You may find more products on our OMP.

22 The product description is different from the display

We regret the inconvenience. Please call the merchant Customer care for any queries regarding the product.

23 I could not find 'X' Merchant in OMP?

We thank you for your feedback. The existing Merchants on OPEN FINANCE platform offer wide variety of products. You would find more merchants offering their products on our OMP soon.

24 I am unable to add products to my wishlist

Please try adding your product again to the wishlist. If the issue persists, please mail your queries to support@Open inance.co.in

25 My payment did not go through. What do I do?

We regret the inconvenience. Please call the merchant Customer care for any payment related queries.

26 My bank account got debited twice. Whom do I contact?

We regret the inconvenience. Please call the merchant Customer care for any payment related queries.

27 My account got debited, merchant claims non-receipt of money.

We regret the inconvenience. Please call the merchant Customer care for any payment related queries.

28 My transaction got failed. Whom should I contact?

Please refer to merchant portal to track transaction history, failed transactions, refund etc. However, if the payment is done by an OPEN FINANCE payment instrument like OPEN FINANCE Debit Card, OPEN FINANCE Credit Card, etc., you can check the transaction history in the OPEN FINANCE OMP app.

29 Cashback shown online is not received after I transfer it to my account.

Please contact the Merchant Customer Care for queries related to payment and product.

30 Discounts as displayed not applied at the merchant's site.

The discounts are customized exclusive for you and the same would be applied on redirection to the Merchant site. Please contact the Merchant Customer Care for more details.

31 What do I need to enroll in Online Banking?

You will need your: Social Security number or Tax ID, Email address, Your account number OR ATM/debit card and PIN

32 Why am I unable to bring up the sign on or enrollment page for Online Banking?

There could be a few reasons why you are not seeing the page.

First, make sure your browser is: At least Internet Explorer 11, Microsoft Edge 12, Safari 9, Firefox 3, or Chrome 58. 128-bit encryption. Set to accept cookies. Set to JavaScript enabled.

If the above requirements are met and you still don't see the sign on or enroll options in Online Banking, try an alternate browser or upgrade your existing browser to the most recent version.

Still have a problem with Online Banking? Call 1-800-800-800

33 I received an email alert that my password changed, but I didn't change it. What do I do?

Contact us immediately at 800-539-1539 to report the email.

34 When will my funds be available?

Your deposit will be verified before funds become available, and when you make a deposit, you will be able to follow its progress in online and mobile banking. Deposits made by 11 PM EST will be available the next business day.

35 Is there a limit on using mobile check deposit?

There is a limit on how much you can deposit using mobile check deposit in 30 days. For most checking and savings account, that limit is $5,000, and for our relationship checking and savings accounts, it's $10,000.

If you deposit your maximum at one time, you'll have to wait until the 30 days is up to use mobile check deposit again. You'll notice a reminder of how much you can deposit when you select the deposit option in the mobile app.

36 Are there any fees associated with using mobile check deposit?

We do not charge any fees for using mobile check deposit. You may have fees for mobile use charged by your wireless carrier.

37 How do I enroll in paperless statements in the mobile app?

Please go to your account settings, mobile and turn on paperless billing.

38 Why can't I select loan amount below $25000?

Minimum loan amount for this product is 25000.

39 Why can't I select loan tenure below 6 month?

Minimum loan tenure for this product is 6 months.

40 What if I want to apply loan for higher amount and longer duration?.

Under this scheme maximum loan is Rs.1,00,000/- & maximum tenor is 12 months. We are also having other loan products to suit your needs. We can suggest a suitable scheme if you provide some details.

41 Is the Interest rate fixed or variable?

Interest rate is fixed for the entire tenure of the Loan.

42 Can I get credit of loan amount in Account other than mentioned on the screen?

Amount will be credited to your stated Account only. You can however, transfer these funds to your any other Account through our Fund Transfer facility, Net Banking facility, RTGS, etc.

43 Can I select my monthly payment amount?

You can select a combination of loan amount & tenure to suit your monthly payment

44 If I Pay some Lumpsum amount, will my monthly pay reduce?

No

45 I have not received any letter asking my confirmation

This letter is sent to the Borrowers with loan of more than $75,000/-

46 Can I track the accounts of my family members from one device?

User can only view/access his own account or jointly held account with others such as family members

47 I have savings as well as current account with Open Finance, which of the two will be synchronized to the application?

Both the accounts will be synchronized to the mobile application.

48 How can I inquire about account balance after deposit is made?

Your combined deposit account balance will be instantly displayed once you click "My Deposit" section. You can also view the details of your individual deposit account such as the interest rate, maturity date etc. by clicking the respective deposit account number in "My Deposit" section

49 Can I pay someone else's bill?

Yes, you can pay someone else's bill. To do so you will have to add the Biller Specific Details of the person whose bill is to be paid.

50 Is there any upper limit while deposit?

You can also fix an upper limit for payments. Bills within this specified limit will get automatically processed for payment whenever they are due.

51 What if bill amount is greater than autopay amount set?

Each bill for amount greater than the specified can only be paid against your specific authority

52 What are the consequences of not paying a bill that is presented to me?

We will not be able to make a payment to the biller unless you specifically authorize a payment. You could provide this authorization online either on a case-to-case basis or through the AutoPay feature in respect of bills within the upper limit fixed by you. Accordingly, should you not pay a bill that is presented to you the specific Terms of Service (Terms & Conditions) laid down by biller for late or non-payment of bill could become applicable.

53 What happens if I have a dispute with Bill Payment (Digital Bank)?

The Bank shall assist you in every possible manner to provide you with information on the bills presented and payments that you have made. However, please note that the Bank is not responsible for settling disputes between the biller and you relating to the bill payments. For any specific charge that you might wish to dispute or discuss in a specific bill, you would need to contact the biller directly.

54 Can I perform transaction from other accounts?

Dear Customer, if more than one transaction account are operative, then you can perform transaction, but please note that on maturity the proceeds will only be credited to the account from where funds debited initially.

55 Can I select more than one payee?

No, it is not permissible.

56 On editing nominee, can I go for payee who is not relative

No, it is not allowed.

57 What are the types of accounts from which I can debit?

You can debit a savings, current, or OD account to open term deposit. The account selected for debiting should be valid transactional a/c through Internet Banking channel and should not be a stopped / dormant / locked account.

58 Does customer need a mobile number for registration in the mobile app?

Yes, customer needs to register the Lotus app with the registered mobile number that is mapped to customer's internet banking, savings account and debit card/atm card.

59 How to proceed for app registration?

User must click on "Go To Your Account" to proceed with App Registration process

60 Can I register the app without Internet Banking and Account/Debit card details?

User cannot register without one of Internet Banking or Debit Card details

61 Which debit card must a customer use to register?

User must choose the debit card & account number which is mapped to the mobile number. The same mobile number must be used in the device where the app is being registered

62 Can I edit the account from which the monthly contribution is debited?

You can edit the account only while funding the dream. Once the funding is completed, you cannot edit the account.