# FAQ

#### How can I withdraw my Wallet balance?

You need to earn a minimum of 1000 BoomCoins (Rs. 100) before you can withdraw balance from your BoomPanda wallet through any Withdrawal method of your choice.

#### Is it necessary to have a College ID Card?

No, you don’t need to have a college ID to register on BoomPanda but some Tasks, Offers, Opportunities may require you to submit your College ID Card as a proof.

#### How do I contact your Customer Support team?

We’re always here to help you out! You can call us at 7021875905 or email us at support@boompanda.in. Our Customer Support team is available from Monday to Saturday between 10 am & 6 pm IST. We guarantee a 48 hour response time, but will usually get back to you much sooner than that.

#### What does Pending BoomCoins mean?

Pending Balance means you have submitted a Task Proof and it is approved but the coins have yet not been credited to your wallet. The submitted proof maybe under Review or the Task(s) is(are) maybe still within the Return or Cancellation period and thus you cannot Redeem this Earnings.

#### Where do I see my earnings?

Once you’ve logged in, you will see the “Wallet” icon on the top right corner of your screen. Go to “Wallet” and then you can see your Total Balance.

#### What is your payment policy? Are there any restrictions or charges?

Only Confirmed Balance can be withdrawn. Pending Balance cannot be withdrawn till its status has been updated to ‘Confirmed’. Whenever you have minimum 1000 Boom Coins (Rs. 100) Confirmed Earnings in your account, you can withdraw the earning through any Withdrawal method of your choice. Depending on your Bank, Payment Gateway and Withdraw Amount, basic Transaction Fees will be levied which will be deducted from your balance.