

Move To Bank

You can withdraw money from your Multiearning account to your Bank Account in case of Micro ATM (AePS) Withdrawals.

Sometimes there is a delay at the bank's end especially on Mondays or when the banks reopen after holidays. Such payments get queued up at bank and hence it takes some time for the amount to reach in your account. Move to Bank Charge flat 12 rs.

We therefore request you to kindly wait till the day end. In case you do not receive them by the day end, please get in touch with us

TAT

Dear Partner,

Sometimes the status of the transaction is "Pending". We request you to not to worry and follow the below mentioned TAT and not to raise a complaint until the TAT is crossed. Please feel free to write to us in case the TAT has crossed and the status has not been updated.

TAT= Turn Around Time

For Payout - T+2 Working Days

For DMT - T+2 Working Days

For other services - T+1 Working Day

For AePS services - T+5 Working Hours.

Aeps

Sometimes, the status of an AePS cash withdrawal transaction might be "failed" but the amount gets deducted from the customer's account.

In such cases, usually the amounts gets credited automatically to the customer's bank account directly in the next 7-10 working days. So we advise you to wait for a few days. In case it does not happen automatically, please ask the customer to go to his bank, get his passbook updated at the bank, show the entry from his passbook and raise a chargeback for the given transaction with the bank authority. The bank will re-route the amount and credit back to the customer's account in the next few days.

Also, you can share the passbook first page and the entry page with us and we can get it checked at our level with our bank. If our bank confirms us of having received the funds, the refund will be initiated at our bank and the customer should receive the money in the next 7 working days. If the amount is not with our bank, then the chargeback that the customer has raised with his bank will help him get the money.

For any help, you can always reach us a +916378835700 or sales@multiearning.com