

Frequently Asked Questions - Speed Transfer to Wallets in Pakistan

1. Can I transfer funds from my Bank Muscat account to a Mobile wallet number in Pakistan and how long will it take for transactions to be processed?

Customers can transfer from their Bank Muscat accounts to wallet number in Pakistan using the "**Speed Transfer to Pakistan**" feature on mBanking or Internet Banking (nominal charges applicable). The payment will be credited instantly.

2. How do I add a wallet number as a beneficiary?

On the Speed Transfer to Pakistan feature:

- a. click on add Beneficiary
- b. Select Wallet and fill in the requested details
- c. Add the 11-digit wallet number
- d. Select the Beneficiary bank from the drop-down option.

3. How long does it take for a new beneficiary to be activated?

Mobile Banking: 15 minutes

Internet Banking: Instantly

4. Will I get a status confirmation for the payment?

Yes, an SMS and Email alert will be sent confirming the amount is credited or rejected in case the payment has failed.

5. What does it mean if the payment is rejected? How long will it take to receive a refund?

If the payment details are incorrect (IBAN number is inputted incorrectly). Amount will be refunded within 7 working days..