



FAQs on SCB Credit Card bill payment through Fonepay member banks' Online/Mobile Banking and/or eSewa wallet

1. I am credit card only client of SCBNL, how can I make Credit Card bill payments?

You can use any Fonepay member banks' Online Banking/Mobile Banking app and/or eSewa wallet to make the payment.

2. What is the process to make payments:

Simply follow few steps as below,

Step 1: Log in to any Fonepay member banks' Online Banking/Mobile Banking or eSewa

Step 2: Go to Credit Card payment option

Step 3: Select the card type, input last four digit of your card number, mobile number registered with the Bank for cards and amount for the payment

Step 4: Confirm to proceed

3. Is there any fee while making Credit Card Bill Payments using these channels?

No additional fee charged from SCBNL for the service.

4. When will the payments made through eSewa / Fonepay be credited to my account ?

The payments will be processed within three working days.

5. What information will I need to provide/capture while making payments through eSewa/Fonepay?

You are required to input only your mobile number which is registered with SCBNL, last four digits of the card number and the due amount you want to pay.

6. Is there any maximum amount threshold for the payment?

As per the regulatory requirement and as allowed by the Fonepay member banks' online/mobile channel and eSewa Wallet.

7. What if I provide mobile number which is not registered with the Bank?

Your request for payment will be returned back and transaction will be unsuccessful.

8. Can I make payments for multiple cards?

Yes.

9. Can I pay for supplementary cards?

The service is applicable only for primary card holders.

10. What should I do if I find any issue for the payment?

Please ensure you input the last four digits of your card number and mobile number registered with the Bank for cards correctly. You may also contact our 24X7 Client Care Centre at 4781800 if you still face issues with payments.