



FAQ for EMI payment from FonePay Member Bank.

- What is my loan account number?
A: Client have to input Loan account number which you can view in Mobile Banking/APP
- In which option SCB loan payment is available?
A: SCB Loan Payment is available on the fund transfer section inside send Money option of the Bank smart.
- What will happen to the excess amount other than accurate EMI for loans?
A: Excess will remain in funding account.
- Is this for Credit Card Payments too?
A: No, this is not for payment of Credit Card.
- What is the Turn Around Time for actual settlement in our SCB account ?
A: Payments received before 3 PM will be credited same day and after 3 PM on following working day.
- Is 3 PM is the cut off time for fund transfer?
A: NO ,Clients can transfer any hour of the day but 3 PM is the Ops cut-over for same day processing.
- If the payment before 3pm, is the credit in loan account happens in the same day?
A: Yes
- What is the TAT for reversal of amount if transfer is done in account number other than Loan Account number ?
A:TAT for reversal of transactions is T+2 days in the normal case.