

Prepaid credit recharge via SMS – FAQ

❖ **Can I register two mobile phone numbers for the prepaid credit recharge service via DinaCard card?**

Yes, you can register two mobile phone numbers for the prepaid credit recharge service via DinaCard card under the condition that the two numbers are in networks of different mobile operators. However, in the network of one mobile operator you can have only one registered mobile phone number.

❖ **Can I register two DinaCard cards for prepaid credit recharge service?**

Yes, you can have two DinaCard cards registered for prepaid credit recharge service if the registration was done for the two different mobile operators. However, for the prepaid credit recharge service in the network of one mobile operator you can have only one registered DinaCard card.

Considering that, in the scope of one payment service via mobile phone, MTS mobile operator offers several services for users of DinaCard cards (prepaid credit recharge, bill payment, money transfer), for each of these services you can have registered a special DinaCard card or you can be registered for all three services via the same DinaCard card. However, it is advisable to use to use the same DinaCard card for all services in order to avoid complex situations which may occur in case of use of several different cards.

❖ **Can I have the registered several cards from different card system for prepaid credit recharge service?**

If you are a user of Telenor mobile network this service is not available – for prepaid credit recharge service you can have only one card registered (DinaCard card or VISA card).

If you are a user of MTS mobile network, you can have several cards from different card system registered simultaneously (DinaCard card, VISA and Diners Club card). With appropriate command in the message with which you initiate the recharge, you select the account you want to pay the prepaid credit recharge from, and the first account registered in MTS will also be your basic account from which the payments will be always made from unless you select a different account.

❖ **I lost my mobile phone. What should I do?**

If you lost your mobile phone and you are registered for the prepaid credit recharge service, you need to report that as soon as possible to the User support center of your mobile operator: MTS users on the number 064/789 and the Telenor users on the number 063/9863 in order for the provider to block this service.

❖ **I forgot my mPIN. What should I do?**

If you forgot your mPIN you need to call the User support center of your mobile operator (MTS users on the number 064/789 and the Telenor users on the number 063/9863) and ask for the new mPIN.

❖ **I changed the number of my mobile phone. Whom do I report this to?**

You have to report the change of mobile phone as soon as possible to your bank in which you registered for prepaid credit recharge service with submitted request for change of mobile phone number. If you have registered several cards for payment service via mobile phone (this option is enabled only by MTS mobile operator), you need to submit the request for change of mobile phone for all cards registered for this service in the banks which issued these cards.

❖ **I submitted the request for registration for prepaid credit recharge service via DinaCard card in your Bank, but I am still not able to use this service. Who should I contact?**

If more than two work days passed from the day of submitting of request, you need to report to your Bank that you are not able to use this service to your Bank. Your Bank will investigate the case and propose solution if there is a problem with your registration.

❖ **Until recently I was able to use the prepaid credit recharge service, but suddenly I am no longer able to. Who should I contact?**

If you are suddenly not able to use the prepaid credit recharge service via DinaCard card, you need to report this to your Bank. It is possible that the Bank did not extend the registration for this service after re-issuance of DinaCard card and you need to confirm that you still want to use it and submit the request for extension of registration.

❖ **I changed the Bank and it issued me a new DinaCard card via which I want to be registered for the prepaid credit recharge service. Should I first deactivate this service in my previous Bank?**

If you changed the bank and you have a new DinaCard card issued, it is not necessary (but it is advisable) to first deactivate this service in the previous bank. It is necessary to first submit the request for registration for prepaid credit recharge service in your present bank and you will automatically be registered for this service via your new DinaCard card on the next day (under the condition that you register the same mobile phone number as in the previous bank).