

# Genie

## *Frequently asked questions*

Version 1.0



## 1. Introduction

The document contains common questions that customers may have regarding the Genie application. We recommend that all Genie users should read the section that follows. It will help answer most queries. However, users can call their banks or Mobilink if they require further details.

## 2. FAQs

### 2.1. When I log in the application I am immediately asked to change my Genie PIN. Why?

All PINs which are communicated to you through SMS are can be unsafe which is why we the application will require you to change them before use to protect your Genie Account from unauthorized use.

### 2.2. I just linked my payment mode with my Genie Account; an error is displayed each time I try to make a transaction. What should I do?

Make sure you have changed the PIN for that payment mode. You cannot use the PIN you received via SMS to make transactions. Change the PIN and make the transaction again.

### 2.3. A friend of mine knows my Genie ID and Genie PIN. Does that mean he can use my Genie Account to make transactions?

No. To make a transaction using Genie, you have to use your bank PIN. Genie PIN alone cannot be used to make transactions. It will only allow access to the application content.

### 2.4. I am trying to pay a bill which is unpaid but cannot complete the transaction. Why?

Check the due date of the bill. Genie will not accept bill payments for bills which have passed their due date.

### 2.5. Why do I see a list of my bank accounts when I log in the application?

A list of you bank payment modes is displayed on the welcome screen, which is why you see it each time you log into the application.

### 2.6. Is it necessary to link a bank payment mode with Genie?

Yes. It is important to link at least one payment mode with Genie to be able to make transactions.

### 2.7. Can I use my Genie account from a handset other than my own?

Yes. You can log in to your Genie account from any handset if it has the application installed in it. Just provide your Genie ID and PIN and you will be logged in.

### **2.8. What should I do if I change my mobile number?**

When you change your mobile number, you will not be able to use your Genie account unless you transfer the account to the new number. To do that, call Customer help desk at Mobilink and ask the CSR to make the switch.

### **2.9. What should I do if I change my mobile connection from post-paid to pre-paid and vice versa?**

You should call the customer helpdesk at Mobilink and ask the CSR to make the switch. The CSR will guide you depending upon whether you are switching from Post paid to Pre-paid or vice versa.

### **2.10. Why are my favorite numbers deleted whenever I logout of the application?**

Favorite numbers are normally stored in your hand set and will be deleted if you reset user settings or logout of the application. However, you can export your favorite number list to Genie database which can later be retrieved whenever you want regardless of whether you are using the application on your handset or someone else's.

### **2.11. Can I save my favorite numbers permanently?**

Yes. Use the "Export Favorite Numbers" option in the "Manage Favorite Numbers" menu to save your favorite number in the Genie database.

### **2.12. How can I de-activate my Genie account or unsubscribe from the service?**

You can deactivate your account by sending an SMS to 1610 with the text 'stop'.

Note: you will be charge the initial subscription fee when you reactivate the account.

### **2.13. How many bank accounts can I link with my Genie account?**

As many as you want.

### **2.14. I entered the wrong Genie PIN three times and now my account is locked. What should I do to unlock my account?**

You need to call customer helpdesk at your bank or at Mobilink and ask CSR to unlock your account. CSR will verify your identification before he unlocks your account.

### **2.15. How can I know which banks can be linked to my Genie account?**

Almost all banks offering Genie advertise the service but you can call customer helpdesk at Mobilink and the CSR will let you know of the banks that offer the Genie service.

**2.16. Why can't I see all the products in my Genie catalog?**

This can happen if your catalog has become outdated. Select the "Get Latest Catalog" option from the "Other Options menu". This will retrieve the updated catalog from the Genie database

**2.17. What should I do if I forget my bank PIN?**

You need to call your bank's customer helpdesk and ask CSR to generate a new bank PIN for you. CSR will verify your identification before he generates a new bank PIN

**2.18. I have purchased a product using Genie but it was never delivered to me and the amount has been deducted from my account. What should I do to report this and how do I get my money back?**

You should call your bank immediately and report the issue. The CSR at bank will record a complaint and you will be notified once the bank conducts an investigation.

**2.19. I can't seem to send a top-up to a friend. What could be the reason for this?**

The following should be true for the top-up transaction to succeed.

- Make sure that the recipient is using a Mobilink number
- Make sure you have sufficient balance in your payment mode

**2.20. Can I see a report of the transactions I have performed through my Genie account?**

Yes. You can see your transaction history by selecting 'Recent Sales Log' option from the "Other Options" menu. Be sure to update the log first by selecting the 'Update Sales Log' option in the "Other Options" menu.