

ESCALATION MATRIX

Service & Support

Virtual Wallet Systems Private Limited

We believe our Success is possible only through your Success, so we always provide you best services & support to make you success.

www.imwallet.in
care@imwallet.in

Payment Update

You can make payment through IMPS/NEFT/RTGS to our ICICI Bank. After payment made, please fill Fund Request form so that we can update your payment ASAP. Your payment will update within 15 min after your payment received.

For any urgent update knock our chat expert.

Recharge Dispute

If you get any complaint against any recharges that customer didn't get benefit of particular recharge amount. Please raise "DISPUTE" button. For Dispute, please login>>recharge report>>search number>>Dispute.

You will get response within 24hrs to 48 Hrs.

For any urgency please email to care@imwallet.in or knock our chat expert.

Service Related Notification

You will get Service Notification on your registered number or Registered Email ID related Operator downtime (If Any), Any Maintenance update, Low Credit Balance Etc.

For any other Services related issue, please email us to service@imwallet.co.in.

Dth Transfer Request

For Any Dth transfer Request, please email us to care@imwallet.in with mentioned details.

Wrong VC No -

Correct VC No -

Transaction ID(Imwallet) -

Other Assistance

For any other sales/services/support related issue please call your sales person, if sales person not available/not reachable please email to imwallet.in@gmail.com or call on +91-9911756075.