

## Q&A

## ONLINE REDEMPTION CANCELLATION

## ① What is the Online Redemption Cancellation feature?

The online Redemption Cancellation feature helps you easily cancel your withdrawal requests online.

## ② How can I access the Online Redemption Cancellation feature?

This feature is available on the Databank Online Redemptions portal. Log into the redemption portal here: <https://onlineservice.databankgroup.com/redemptions>. After verifying your account, you will have the option to initiate a withdrawal or cancel an existing withdrawal request.

### ③ Can I cancel a withdrawal online even if I did not initiate the withdrawal online?

The portal can be used to cancel all redemptions regardless of whether they were made using the online Redemption portal or other redemption methods such as walk-ins, email, or through \*6100#.

#### ④ Can I cancel my redemption/ withdrawal requests at any time?

You will be able to cancel your withdrawal requests:

- a. Within 7 days of placing your request, and
- b. If the status of the redemption is "Reviewed" or "Submitted". Once the status changes to "Executed", it cannot be cancelled.

**Note:** You will be able to see the status of your redemption when you click on it in the portal.

## ⑤ How do I use the Online Redemption Cancellation feature?

Follow the steps below to cancel your withdrawal request online.

## Step 1

Visit the online redemption portal to begin. You can access it directly through this link: [\*\*https://onlineservice.databankgroup.com/redemptions\*\*](https://onlineservice.databankgroup.com/redemptions) or under the Digital Services Tab on the Databank website ([www.databankgroup.com](http://www.databankgroup.com)).

## Welcome to Databank Online Redemptions

*Let's start by verifying your account!*

Account Name

Account Number

Send Code By

-select- ▼

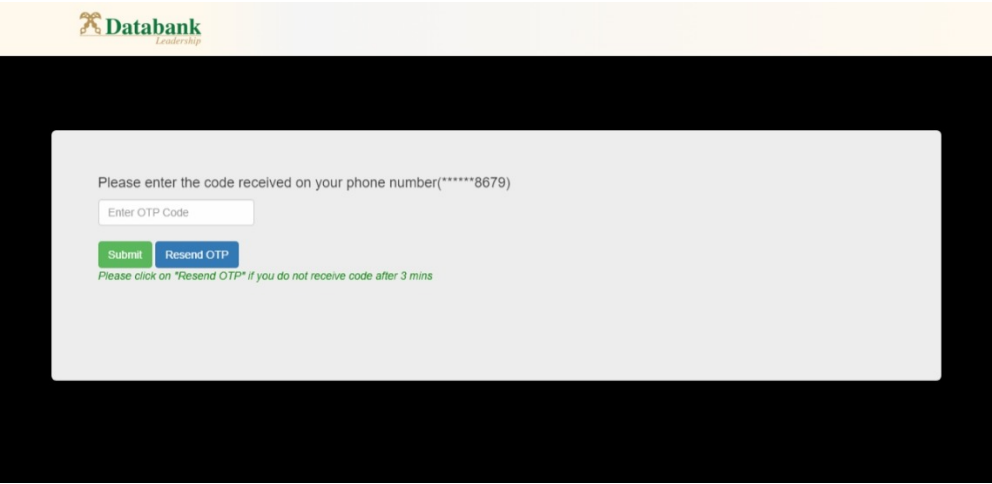
Verify Account

### Notes

- No payment to third parties are allowed
- Before you begin, please ensure that you have the necessary documents such as ID cards, signatures, etc ready.
- Acceptable document formats include (.png, .jpg, .jpeg, .pdf)
- For further questions or clarification, kindly call our team on [0302610610](tel:0302610610) or send a mail to [info@databankgroup.com](mailto:info@databankgroup.com)

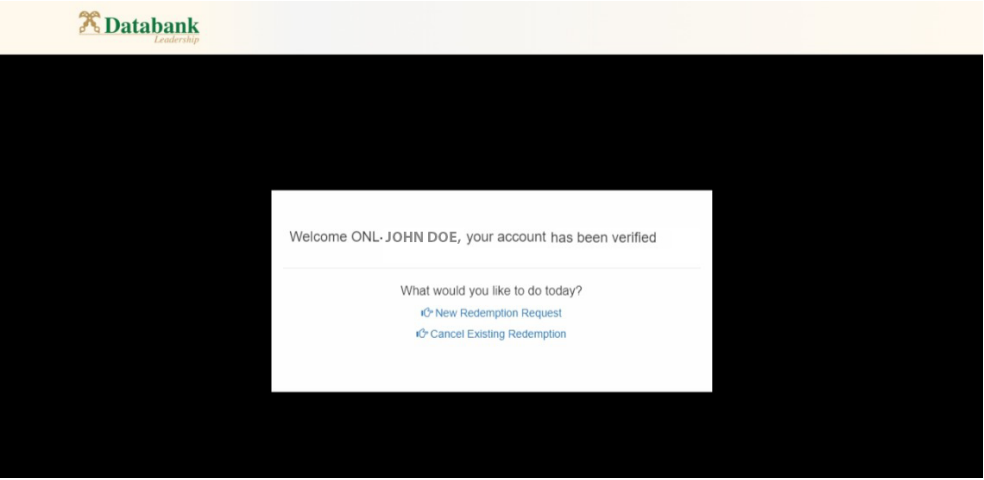
Step 2

Start by verifying your account. Enter your account name, and account number and choose whether the One Time Pin (OTP) from Databank should be sent to you via email or phone. When you receive the OTP, enter it into the text box provided to complete the verification.



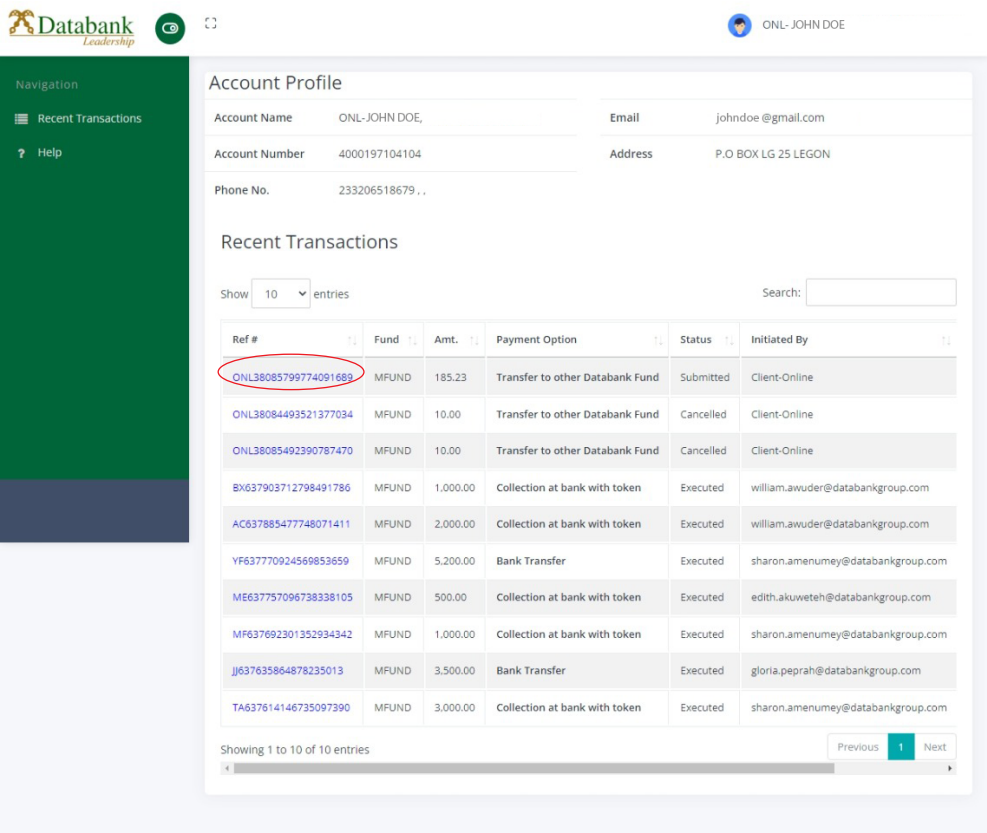
Step 3

The next page will ask you to choose if you want to make a new redemption request or cancel an existing redemption. Choose "Cancel Existing Redemption" to proceed.



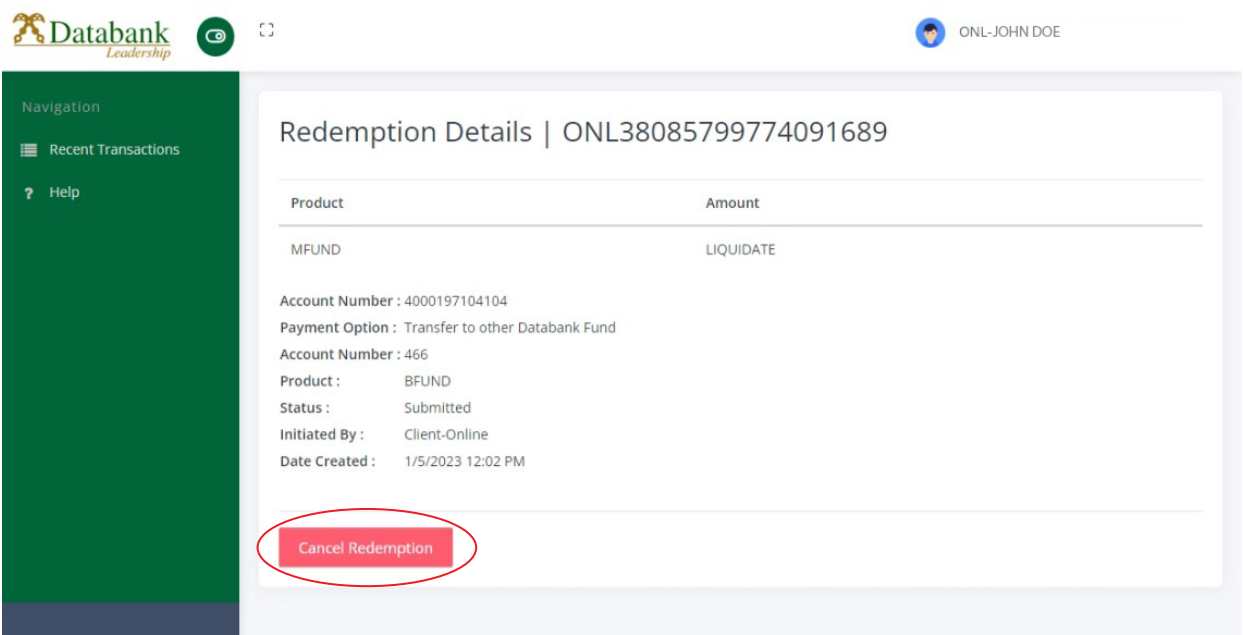
Step 4

Beneath your account profile, you will see a list of your ten most recent redemptions. Choose the redemption you want to cancel by clicking the reference number (Ref#) which will be highlighted in blue as shown below.



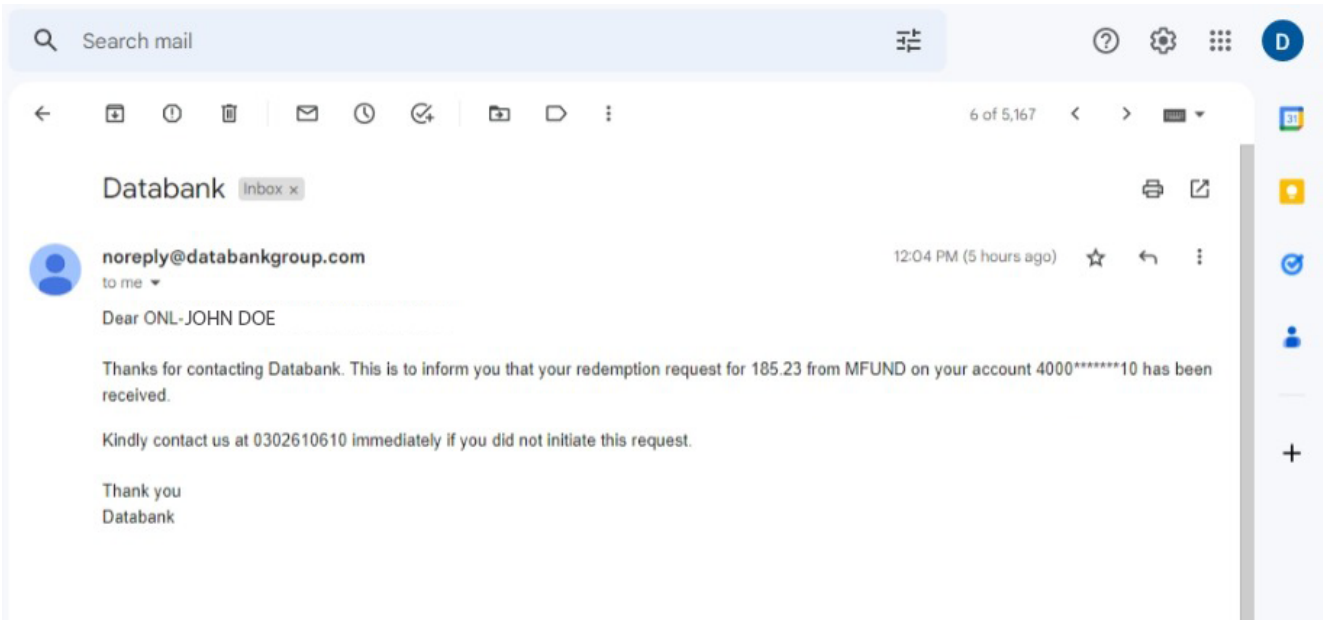
Step 5

The next page will show the details of the transaction. Simply click the “Cancel Redemption” button to cancel the redemption.



Step 6

You have successfully canceled your redemption request. You will receive an email from Databank confirming the cancellation.





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Databank Mobile App

