



[Knowledgebase](#) > [Funding](#) > [Deposit](#) > [Why Is My Deposit Not Reflecting?](#)

## Why Is My Deposit Not Reflecting?

Vi Viphawee - 2026-04-20 - [Comments \(0\)](#) - [Deposit](#)

### □ Why is my deposit delayed?

A deposit may be delayed for several reasons, including:

- The **deposit amount does not match** the requested amount
- The deposit was made from a **third-party account** (the sender's name does not match your INFINOX account name)
- The deposit was made using an **expired or incorrect QR code**

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### □ What should I do if my deposit has not been credited?

If your deposit has not yet been reflected in your account, please follow these steps:

**Check if the transaction was reversed by your bank or payment provider.**

1. **Contact your bank or payment provider** to confirm that the transaction was successfully processed.
2. **Contact INFINOX Support** and provide your **Proof of Payment**.
3. For **bank transfers**, please include a **receipt or screenshot** showing your **bank account number** and transaction details.

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### □ Weekend & Public Holiday Notice

Please note that during weekends or public holidays, deposit verification or processing may be delayed and will resume on the next business day.

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## ☐ **Need further assistance?**

Please contact our Support Team via:

- ☐ Live Chat
- ☐ [support@infinox.com](mailto:support@infinox.com)