



[ナレッジベース](#) > [Funding](#) > [Deposit](#) > [Why Is My Deposit Not Reflecting?](#)

Why Is My Deposit Not Reflecting?

Dan Rikkou - 2026-02-26 - [Comments \(0\)](#) - [Deposit](#)

Common reasons for a delayed deposit include:

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

If your deposit has not yet been credited, please follow the steps below:

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

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

If you need further assistance, please contact our Support Team via Live Chat or email at support@infinox.com