



---

## Re: Account freeze

1 message

---

**Fi Care** <help@fi.care>  
Reply to: Fi Care <help@fi.care>  
To: gs308857@gmail.com

Tue, 28 Feb, 2023 at 13:15

Hi Ganesh,

Your Fi-Federal Savings Account has been temporarily frozen as our partner (Federal Bank) received a complaint from a Law Enforcement Authority.

What does temporarily frozen mean?

You cannot access the Fi app.

You cannot send and receive money via any mode of payment.

To unfreeze this account, follow these compulsory steps:

Step 1: Contact the Law Enforcement authority with the below-mentioned details:

LEA Name : Complaint on Fi A/C  
Complaint Number : 31602230005234  
Date : 24-02-2023  
State : Karnataka

For more details, click on this link.

Step 2: After completing Step 1, request the Law Enforcement authority (mentioned above) to send a No-Objection Certificate (NOC) directly to our partner bank's email ID: [tmcomplaints@federalbank.co.in](mailto:tmcomplaints@federalbank.co.in)

Note:

Please ensure that the Law Enforcement authority sends this NOC confirmation to our partner bank via the same mode of communication that LEA used while requesting an account freeze.

After the above steps are completed, our partner bank will initiate the reactivation/unfreezing of your account & share the details with us. From this point, unfreezing the account will take 5-7 working days. Meanwhile, we recommend deactivating any standing instructions or auto-debits associated with your Fi-Federal Savings account.

Regards,  
Fi Care