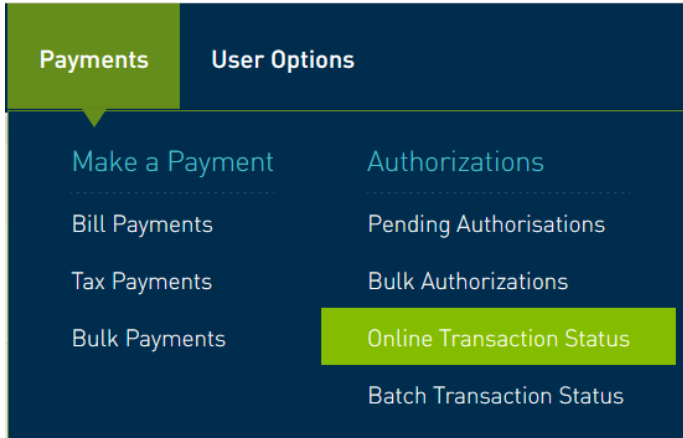


## HOW TO CANCEL AN IBANK TRANSACTION

- Please note that this is applicable to only single transactions with status **Pending For Authorization** and **Pending (Post-dated transactions)**
- Access the menu **Online Transaction Status**



- Select the account and period to search (To specify a specific date, select the period **User Defined** and choose the start and end date) then click on the search icon

The image shows a search filter interface with the following fields: 'Account\*' (CURRENT | KES 8,200.02), 'Period\*' (Current Month), 'From' (dd/mm/yyyy), and 'To' (dd/mm/yyyy). A search icon (magnifying glass) is highlighted with a red box.

- Expand the transaction to be cancelled to view the details by clicking on the + sign

Account Number	Transaction Number	Status	Transaction Type	Amount	Cancel
██████████	20004659584/FT203225H91Y	Completed	Transfer to Other Bank Customers	KES 200.00	<input type="checkbox"/> +

- Below the column marked **Cancel** will be a check box (only for transaction status specified)
- Click in the box and the word **Cancel** becomes highlighted
- Select **Cancel**
- **Submit**
- **Confirm**