

Why was my withdrawal cancelled or charged back?

For issues that require resolution in WePay, we refer customers to WePay.

If you've received an email or notification that a withdrawal was cancelled or created a charge-back, this could be for a couple of reasons:

- The username on the WePay account does not match the legal name listed on the bank account.
- The bank account and/or routing number(s) entered do not match what the bank has on file (sometimes from a typo when entered.)

If the bank account had incorrect information, it may have been deleted and the funds would have been returned to your WePay account.

Note: To be sure we are able to send the funds back out to you, please be sure to enter your updated bank information as soon as possible.

Note! For questions about how to use this feature, please [contact our Support Team](#). To provide feedback on the accuracy of this article, use the form below.
