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What do I do?

MYST 25 just succeeded but my pledge was declined. What do I do?

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If your pledge was declined, log in to Kickstarter and click the “Fix payment” button in the banner at the top of your screen.

This will guide you through the process of changing your payment method.

Kickstarter will also send you an email every 48 hours with a direct link to correct the issue. But don't delay: backers have 7 days to resolve payment issues before they're dropped from the project. Kickstarter will also automatically retry your pledge at the end of this timeframe.

It may not necessarily be the case that there's a specific issue with your card, so much as that you'll need

to ask your bank why this charge in particular is being declined. You may also want to include the details of this transaction, such as:

- The charge being from Kickstarter.
- The amount pledged for the project.
- The date when Kickstarter attempted to collect your pledge
- this was the date that the project you backed ended. If the project hasn't ended yet, you can use the date you attempted to pledge.

Once you've contacted your bank, feel free to log in to the Kickstarter account from which you pledged and click the "Fix Payment" button in the "Important Notifications" banner.