

# Outbank Helpdesk

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## Why are my BW bank credit card transactions listed as pending?

Christine - 2017-05-29 - in [Banks](#)

Some time back, BW bank made various large technical changes.

These changes caused that credit card transactions are no longer transmitted as cleared transactions but as pending ones.

Outbank connects to BW bank via HBCI. In that case it's the bank that decides which information gets transmitted. In many cases banks do not provide the same access banking options via HBCI as there are available for online banking.