

Cancellation/Refund Policy

PAYMENT CANCELLATIONS/REFUNDS

The Company may cancel a transaction for two reasons; a) upon customer's request b) by decision of the Compliance Department. All cancellations must be recorded in CANCELLATION FORM and must be submitted to the Accounting Department. The Company may not produce a payment instrument to refund remitter; all payments must be in cash. This policy is to prevent any assistance to persons who may be involved in criminal activities the means to convert cash to a financial instrument.

CANCELLATION FORM

- Sender's full name
- Customer's ID information
- Transaction number
- Transaction date
- Cancellation date
- Transaction amount
- Reason for cancellation
- Notes

CANCELLATION ON CUSTOMER'S REQUEST

- Fill out Cancellation Form in full
- Receive approval and confirmation code
- Cancel payment order in the system
- Sender must sign Cancellation Form
- Refund client

CANCELLATION – COMPLIANCE DEPARTMENT

- Compliance Department "red flags" a transaction

- Compliance Department exercises due diligence
- Compliance Department determines not to effect payment
- Client is informed of cancellation
- Client visits branch location
- Cashier consults system and confirms cancellation by Compliance Department
- Cashier fills out Cancellation Form including authorization code
- Sender's signs Cancellation Form
- Refund client