

## **Refund Policies and Procedures for Online Card Payments**

### **Purpose**

This policy is established to provide standard guidelines for providing refunds to customers arising from online overpayments and transfers of credit amounts made in error on electricity accounts. It must be noted that payments made within the limits of the amount outstanding on an account do not qualify for a refund, since the electricity power consumed is irrevocable.

### **Notice of Overpayment or Wrongful Transfer**

Customers seeking refunds for overpayment or transfers to the wrong accounts must do so in writing by letter or email to the Company. All such requests must provide the following information:

- The account number(s) and meter number(s) of the account(s) affected
- The name of the account(s)
- A brief reason for the refund

### **Verification**

Upon receipt of a written request from the customer, the Company shall review the accounts involved to verify the customer's claim. Additionally, the Company shall contact its bank to confirm that its account was credited.

### **Reversal of Transaction**

In the event of a double entry, overpayment, or wrongful transfer to an account made via an online payment platform or facility, the following procedure is followed:

- Payments made via the Postpaid online customer portal

When notification of an overpayment or wrongful transfer received from a customer is verified, an email request is sent to the Accounts department for the reversal of the excess amount or wrongful transfer on the PAUG portal.

In addition, if the customer's account is not credited, an email will be forwarded to the Accounts department for the reversal of transactions.

➤ Payments made via the PAUG online customer portal

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In addition, if the customer's juice account is not credited, an email will be forwarded to the Accounts department for the reversal of transactions.

Customers are advised to check with their bankers to confirm the reversal on their bank accounts.