

Remittance Cancellation ・ Refunds and Fees for Payment Reversals

The refund amount and fees for cancellation or reversal vary depending on the remittance status and type.

You can check the remittance status under “Transaction History” after logging in.

Remittance Status: In process

(When cancelled, it will be considered as “Remittance Cancellation.”)

Remittance Type	Cancellation Method	Refund of Remittance Amount	Remittance Fee	Other Bank Charges	Reversal Fee
Remittances over JPY 1 million (SWIFT)	Via call request only	Full amount refundable	Not applicable, as no fee is charged.	Refundable	Not applicable
Remittances of JPY 1 million or less (SWIFT)	Via call request only or cancel via app	Full amount refundable	Refundable	Refundable	Not applicable
Remittances of JPY 1 million or less (EUR/GBP/PLN/CZK transfers; ACH transfers to the United States)	Via call request only or cancel via app	Full amount refundable	Refundable	Refundable	Not applicable
Remittances of JPY 1 million or less (Other than the above)	Via call request only or cancel via app	Full amount refundable	Refundable	Refundable	Not applicable

Remittance Status: In transfer (When cancelled, it will be considered as “Remittance Cancellation.”)

※If the status is “In transfer,” cancellations are generally not accepted. If accepted, it can only be requested by phone.

Remittance Type	Cancellation Method	Refund of Remittance Amount	Remittance Fee	Other Bank Charges	Reversal Fee
Remittances over JPY 1 million (SWIFT)	Via call request only	The refund will be calculated at the applicable exchange rate.	Not applicable, as no fee is charged.	Refundable	Not applicable
Remittances of JPY 1 million or less (SWIFT)	Via call request only	The refund will be calculated at the applicable exchange rate.	Refundable	Refundable	Not applicable
Remittances of JPY 1 million or less (EUR/GBP/PLN/CZK transfers; ACH transfers to the United States)	Via call request only	Full amount refundable	Refundable	Refundable	Not applicable
Remittances of JPY 1 million or less (Other than the above)	Via call request only	Full amount refundable	Refundable	Refundable	Not applicable

Remittance Status: Completed

(When cancelled, it will be considered as “Reversal.”)

Remittance Type	Cancellation Method	Refund of Remittance Amount	Remittance Fee	Other Bank Charges	Reversal Fee
Remittances over JPY 1 million (SWIFT)	Via call request only	The refund will be calculated at the applicable exchange rate.	Not applicable, as no fee is charged.	Non-refundable	4,000yen

Remittances of JPY 1 million or less (SWIFT)	Via call request only	The refund will be calculated at the applicable exchange rate.	Non-refundable	Non-refundable	4,000yen
Remittances of JPY 1 million or less (EUR/GBP/PLN/CZK transfers; ACH transfers to the United States)	Via call request only	Full amount refundable	Non-refundable	Non-refundable	4,000yen
Remittances of JPY 1 million or less (Other than the above)	Via call request only	Full amount refundable	Non-refundable	Non-refundable	Not applicable

【Precautions】

- The refund amount may be higher or lower than the deposited amount due to currency conversion at the applicable exchange rate.
- If the remittance status is “In transfer,” cancellation may not be possible depending on the processing status.
- In the event of a reversal, fees charged by the beneficiary bank or intermediary bank may be deducted from the refund amount.