

Remittance Cancellation • Refunds and Fees for Payment Reversals

Ang refund amount at fees ng cancellation remittance ay naka-depende sa type ng remittance. Mag-log in at i-check ang remittance status sa 'Transaction History'.

Remittance Status: Inprocess (Kapag na-cancel, ang status ay magiging “Remittance Cancelled.”)

Remittance Type	Cancellation Method	Refund of Remittance Amount	Remittance Fee	Other Bank Charges	Reversal
Remittance na higit sa ¥1,000,000 (SWIFT)	Via call requests only	Full amount refundable	Not applicable, as no fee is charged.	Refundable	Not applicable
Remittance na ¥1,000,000 o mas mababa (SWIFT)	Via call request only or cancel via app	Full amount refundable	Refundable	Refundable	Not applicable
Remittance na ¥1,000,000 o mas mababa (EUR/GBP/PLN/CZK remittance, remittance sa ACH para sa Amerika)	Via call request only or cancel via app	Full amount refundable	Refundable	Refundable	Not applicable
Remittance na ¥1,000,000 o mas mababa (iba pa sa nabanggit sa itaas)	Via call request only or cancel via app	Full amount refundable	Refundable	Refundable	Not applicable

Remittance Status: Intransfer (Kapag na-cancel, ang status ay magiging “Remittance Cancelled.”)

※Kapag “**Intransfer**” ang status, karaniwang hindi tinatanggap ang pagkansela. Kung tatanggapin man ito, sa pamamagitan lamang ng telepono ang request.

Remittance Type	Cancellation Method	Refund of Remittance Amount	Remittance Fee	Other Bank Charges	Reversal
Remittance na higit sa ¥1,000,000 (SWIFT)	Via call requests only	Ang refund ay maka-calculate based sa applicable exchange rate.	Not applicable, dahil walang fee na na-charge.	Refundable	Not applicable
Remittance na ¥1,000,000 o mas mababa (SWIFT)	Via call requests only	Ang refund ay maka-calculate based sa applicable exchange rate.	Refundable	Refundable	Not applicable
Remittance na ¥1,000,000 o mas mababa (EUR/GBP/PLN/CZK remittance, remittance sa ACH para sa Amerika)	Via call requests only	Full amount refundable	Refundable	Refundable	Not applicable
Remittance na ¥1,000,000 o mas mababa (iba pa sa nabanggit sa itaas)	Via call requests only	Full amount refundable	Refundable	Refundable	Not applicable

Remittance Status: Completed (Kapag na-cancel, ang status ay magiging “Reversal.”)

Remittance Type	Cancellation Method	Refund of Remittance Amount	Remittance Fee	Other Bank Charges	Reversal
Remittance na higit sa ¥1,000,000 (SWIFT)	Via call requests only	Ang refund ay maka-calculate based sa applicable	Not applicable, dahil walang fee	Non-refundable	4,000 yen

		exchange rate.	na na-charge.		
Remittance na ¥1,000,000 o mas mababa (SWIFT)	Via call requests only	Ang refund ay maka-calculate based sa applicable exchange rate.	Non-refundable	Non-refundable	4,000 yen
Remittance na ¥1,000,000 o mas mababa (EUR/GBP/PLN/CZK remittance, remittance sa ACH para sa Amerika)	Via call requests only	Full amount refundable	Non-refundable	Non-refundable	4,000 yen
Remittance na ¥1,000,000 o mas mababa (iba pa sa nabanggit sa itaas)	Via call requests only	Full amount refundable	Non-refundable	Non-refundable	N/A

[Important Notes]

- Ang refund amount ay puwedeng mas mataas o mas mababa kaysa sa dineposit na amount dahil kino-convert ito sa applicable na exchange rate.
- Kapag ang remittance status ay "Intransfer," hindi laging pwedeng i-cancel depende sa status progress.
- Kapag nagkaroon ng reversal, maaaring ibawas ng receiving bank o intermediary bank ang kanilang applicable bank fees sa refund amount.