Application for Credit/Refund Form

Application date: _____

(DD/MM/YY)

CONTACT DETAILS

Username: _____

Registered Email: _____

Registered Mobile No.: _____

CREDIT/REFUND DETAILS:

☐ Application for wallet credit refund

Please indicate the reasons for reasons for refund:

☐ High charging fees

☐ Lack of support

☐ Charging location is not accessible

☐ Charger is not functional (Please specify the charger location: _____)

☐ Mobile App is not functional

☐ Others (Please specify : _____

☐ _____)

Please indicate how the wallet was previously top-up:
(Please attach supporting document)
* Refund will be back to the same top-up method.

☐ Credit Card

☐ PayNow

☐ OCBC Digital

Please indicate refundable amount: _____

I declare that all required information provided are accurate and true. I agreed that Strides YTL Pte. Ltd. will not be liable and responsible for any wrongful transaction due to incomplete or wrong information provided.

Name & Signature: _____   Date: _____

Important Notes:
1. Please be informed that existing user account will continue to remain in the backend system.
2. Incomplete application form will not be processed.
3. Completed application form to be emailed to info@chargeco.global
4. Request for refund may take up to 4 weeks from the date of submission. Notification of outcome will be via email/phone/letter.
5. **Please refer to https://chargeco.global/refund-policy/ on the administrative fee.**

(OFFICIAL USE ONLY)

USER ID: _____   Application No.: _____

Remaining Amount: _____

Backend Team:	Department Head:	Finance:	Backend Team:
□ Checked CSMS		□ Updated record & file	□ Checked BE data
□ Informed user		□ Transaction ID:	□ Removed credit in wallet
		□ Refund Processed:	□ Inform user of refund
Sign:			
Remarks:			