EMI Cancellation Policy

1. Eligibility for EMI Cancellation

- EMI cancellation requests will only be considered within 3 days of the initial transaction date.
- Cancellation requests must be submitted via email to <u>operation@sslcommerz.com</u> with the original transaction details.
- \circ $\;$ $\;$ The cancellation reason must be mentioned in the email.

2. Charges and Fees

- An EMI cancellation fee may apply as per the terms agreed upon at the time of the transaction.
- Any fees already charged by the bank will not be refunded, as these are managed directly by the issuing bank.

3. Bank Policies

• Each bank has its own policies and specific timelines for EMI cancellations, which may affect the timing and any associated fees. For detailed information, we recommend contacting your bank directly.

4. Contact Information

• For any questions or further assistance, please contact our operation team at operation@sslcommerz.com.

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