



Request for Refund in case of Incorrect Payment for Goods and/or Services via Electronic Channels

Date.....

To KASIKORNBANK PUBLIC COMPANY LIMITED ("KBank")

☐ For natural person

I, Mr./Mrs./Miss.....Tel.

☐ For juristic person

We.....by.....the authorized person

Tel.

Part 1 - Details of incorrect payment for goods and/or services (Please fill in all required information)

1. I/We have incorrectly made payment of goods and/or services to..... (the "Payee")
on (date)..... at (time)..... hrs. in the amount of..... Baht
via the following channel:

☐ K PLUS

☐ K BIZ

☐ K-Cash Connect Plus

☐ ATM (location).....

2. The error was caused by:

☐ Payment to wrong account ☐ Duplicate payment ☐ Incorrect payment amount ☐ Incorrect reference number

☐ Other, please specify.....

3. The details for correct payment are as follows:

Name of PayeePayment amountBaht

Reference No. 1 Reference No. 2 (if any).....

Other related information.....

I/We hereby request that KBank assist in this matter and coordinate with the Payee who has received my/our incorrect payment for goods and/or services to make a refund of the incorrect payment. If KBank has received the refund, please deposit the amount into

☐ deposit account used to make incorrect payment

☐ other deposit account held in my name at KBANK.

Account No.....

Part 2 - For KBank's assistance, I/we agree and consent to KBank as follows:

(1) I/We agree to submit the following certified documents to KBank:

Natural person	Juristic person
<ul style="list-style-type: none">• Transaction evidence, e.g. screen capture or slip• Invoice/payment notification• Copy of national ID card/government official ID card with handwritten to certify that this is a true and correct copy.• Copy of passbook for receiving the refund with handwritten to certify that this is a true and correct copy.	<ul style="list-style-type: none">• Transaction evidence, e.g. screen capture or slip• Invoice/payment notification• Copy of national ID card of authorized director with handwritten to certify that this is a true and correct copy.• Copy of business registration (issued not more than 6 months prior to submission of this letter) with handwritten to certify that this is a true and correct copy.• Copy of passbook for receiving the refund with handwritten to certify that this is a true and correct copy.

(2) KBank has no authority to suspend funds withdrawal from the Payee's account.

(3) KBank is only the coordinator with the Payee. If KBank has contacted and coordinated with the Payee, and has not received the refund from the Payee, for whatever reason, I/we agree to claim or request the refund from the Payee by myself/ourselves. In case of any dispute and/or claiming right, I/we agree to file a claim with the Payee directly.

(4) In case of any fees and/or expenses incurred from operations under this letter, I/we agree to make payment to KBank immediately.

(5) In case of any damages incurred to KBank, due to KBank's operations per my/our request stated in this letter, I/we agree to be responsible for such damages incurred to KBank.

(6) In case of (4) and/or (5), and/or in case my/our information given to KBank per this letter is false, incorrect or creates a substantial misunderstanding, causing damages to KBank, I agree and consent that KBank has the right to deduct an amount from my/our deposit account and/or other type of deposit account that I/we hold at KBank, or an amount under KBank's supervision and/or authority, by whichever means that KBank has received the deposit, supervision and/or authority, in order to return the amount to the Payee or KBank (whichever the case may be) and/or for payment of related fees and/or expenses (if any) and/or for compensation of damages incurred.

(7) I/We consent to KBank disclosing information related to the incorrect payment for goods and/or services to the Payee, for the purpose of processing the refund request, with KBank determining the extent of the information to be disclosed as necessary.

Signed

(.....)

Please submit this "Request for Refund in case of Incorrect Payment for Goods and/or Services via Electronic Channels" form together with evidence to:	
Natural person	Juristic person
E-Mail Address: info@kasikornbank.com Fax : 02-8888882, press 7	E-Mail Address: K_BIZ_Contact_Center@kasikornbank.com Fax : 02-8888882, press 7

Note: - For more details: Natural persons – please contact the K-Contact Center, Tel. 02-8888888.

Juristic persons – please contact the K-BIZ Contact Center, Tel. 02-8888822.

- Customers may verify the account adjustments from the account statement.