

**FAX**

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<b>Date:</b>	<b>Company:</b>	<b>Concardis GmbH Department: AP Disputes</b>
<b>From company:</b>	<b>Telephone no.:</b>	<b>+ 49 69 7922-2025</b>
<b>Address:</b>	<b>Fax no.:</b>	<b>+ 49 69 7933-2702</b>

**Personal contact/telephone number:**

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**UnionPay – credit**

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Dear Sir/Madam,

We ask that you credit the amount back to the cardholder’s account.

Card number (up to 19 digits):	CP number (nine digits):	Original transaction date:	Amount:	Currency:
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**Submission note for the acquiring merchant:**

Partial amounts can also be credited back to the cardholder.

A credit from UnionPay transactions can only be submitted for booking within 25 days from the original transaction date. Once this deadline has passed, we unfortunately no longer have the technical capability to process the credit. In this case, we ask that you resolve the request by making contact with the cardholder directly.

Yours sincerely,