

Cancellation Policy – Refunds & Payment

- *An Order will be booked for every underlying Foreign Exchange transaction. Customers should ensure all the necessary documents (Non IndusInd Bank Account holders) should be uploaded and necessary payment should be completed within 24 hours of the said transaction.*
- *Non completion of any one of the actionable by the customer within 24 hours and also if the customer has not visited for submission of documents and take delivery of Foreign exchange will lead to Cancellation of Orders booked as per this Order Summary Page.*
- *Negative match arising out of AML / OFAC checks will also lead to cancellation of transaction.*
- *Customer can cancel the order after booking, but before order authorization by the bank, by calling at the contact center number.*
- *Customer will be intimated in case the order is cancelled.*
- *Any cancellation so carried out will be basis the Bank's Card Rate (Available in <https://www.indusind.com/footer/rates.html>) and the applicable SWAP loss will be recovered from the amount being paid as part of this transaction completion.*
- *Any refund arising out of cancellation of the transaction, after intimation, will be processed in 7 Working days.*
- *Any refund arising out of failure of transaction, after intimation, will be processed within 5 working days.*

**AML - Anti Money Laundering.*

** OFAC - Office of Foreign Assets Control.*