

## Redbridge Finance Refund Policy

Redbridge Finance provides money transfer services and ACH, wire transfer, and foreign currency exchange services to eligible Redbridge Finance customers.

### Refund Eligibility:

We will process refunds in accordance with the following conditions:

- **Unprocessed Transactions:** in the event that a transaction is not successfully completed and your funds are not transferred as intended, we will refund the full amount to you within ten business days.
- **Compliance and Regulatory Reasons:** In cases where we are legally required to return funds due to compliance with financial regulations or as a result of an investigation or audit, refunds will be issued as necessary.

**Refund Process:** To request a refund:

- **Contact Customer Support:** Email [support@redbridgefin.com](mailto:support@redbridgefin.com) or call 1-800-950-5266 from 8 a.m. to 5 p.m. Central Time to request a refund. Please provide transaction details such as transaction date, transaction amount, and reason for the refund request.
- **Verification:** We will review your request within three business days of receipt for compliance with our refund policy. This may involve verifying details of the transaction and assessing its eligibility for a refund.
- **Approval and Processing:** If your refund request is approved, we will initiate the refund process promptly. The time it takes to process the refund may vary depending on the specific circumstances. We will process the refund within 10 business days of approval.
- **Communication:** We'll notify you via email or phone when your refund is approved, processed, and completed.

### Refund Restrictions:

- **Non-Eligible Transactions:** Some transactions, such as those involving money transfers to prohibited or sanctioned entities, fraudulent activities, or transactions that violate our terms of service, are not eligible for a refund.
- **Currency Exchange:** Refunds for currency exchange rate differences are not provided.

**Changes to Policy:** We may update the policy without notice, effective upon posting on our website.

\*\*For suspected Illinois Transmitters of Money Act violations, contact the Illinois Department of Financial and Professional Regulation at (888) 473-4858.