



509 Commissioners Rd. W., U 434
London, Ontario, N6J 1Y5
Tel: 1-888-900-9192
support@paystone.com
www.paystone.com

Date: April 4, 2025

To Whom It May Concern,

Re: Erroneous Charge by Paystone Inc. on April 2, 2025

We are writing to confirm that if your customer was charged by **Paystone Inc.** on **April 2, 2025**, this transaction was processed in error and was an incorrect payment amount billed to that account.

We respectfully request that you approve a request for a **reversal of the payment** for your customer immediately so they may be refunded in a timely manner.

We sincerely apologize for the inconvenience and error, and appreciate your prompt attention to this matter.

If you require any additional information or clarification, please do not hesitate to contact us directly with the contact information in the header of this letter.

Sincerely,

A handwritten signature in black ink, appearing to read "Kinan Hammoud". The signature is stylized and written over a horizontal line.

Kinan Hammoud
VP, Customer Support

Paystone Inc.