

## Credit Note Policy

### Response Time

eConfirm guarantees a response to every electronic confirmation request. If a response is not provided within 3 - 14 working days upon processing, kindly contact customer support for immediate action.

### Taxes

eConfirm reserves the right to collect sales tax, use tax and/or value added tax (SST) from its users where required by Pakistan law.

### Terms and Conditions for Issuance of Credit:

1. Auditors must use eConfirm's internal correspondence with the Banks to expedite their request.
2. Auditors must have contacted eConfirm's Customer Support via email to expedite their request if the Banks exceeded the 3 – 14 working day timeline.
3. Auditors must allow 14 days after their email correspondence with eConfirm's Customer Support before performing any alternate audit procedures.
4. Auditors must use eConfirm's internal correspondence with the Banks to request for any cancellation/rejection if they have sent the confirmation request in error. Requests that have been wrongly confirmed by the Banks will be considered only if there is correspondence to cancel/reject prior to the request confirmation.

Note: All conditions must be proofed and attached when auditors request for credit via email to eConfirm's Customer Support.

### Not Applicable to:

1. Auditors that have submitted an offline (post/courier) confirmation request, then submitted online via eConfirm or vice versa. Confirmations which are received in this manner will be charged per successful request.

2. Auditors that have not contacted eConfirm's Customer Support prior to proceeding with alternate audit procedures.
3. Auditors that liaise directly with Bank personnel and receive/request to receive the confirmation(s) via email.
4. Requests in the 'Pending Payment' status which have been neglected or yet to be processed by the auditors.

## Contact Us

If you have any questions about our Credit Policy, please contact us:

- Website: <https://econfirm.pk/contact-us/>
- Support Team email: [support@econfirm.pk](mailto:support@econfirm.pk)
- Call/Whatsapp Support: +92-332-7715555