

Cancellation & Refund Policy

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Cancellation of Membership:

- Members who wish to cancel their membership with THE ARMY HEADQUARTERS COOPERATIVE THRIFT AND CREDIT SOCIETY LIMITED must submit a written request to the society's administrative office.
- Upon receiving the cancellation request, the society will review the member's account status, including any outstanding dues or obligations.
- If the member's account is clear of any financial obligations, THE ARMY HEADQUARTERS COOPERATIVE THRIFT AND CREDIT SOCIETY LIMITED will process the cancellation within 14 business days and issue a confirmation to the member.

Refund Policy for Nominal Fees:

- The nominal monthly fee paid by members to THE ARMY HEADQUARTERS COOPERATIVE THRIFT AND CREDIT SOCIETY LIMITED is non-refundable under normal circumstances.
- In exceptional cases, such as documented financial hardship or extenuating circumstances, members may request a refund of the nominal fee.
- Refund requests must be submitted in writing to the society's administrative office, along with supporting documentation or evidence of the circumstances warranting a refund.
- THE ARMY HEADQUARTERS COOPERATIVE THRIFT AND CREDIT SOCIETY LIMITED's management committee will review each refund request on a case-by-case basis and determine eligibility for a partial or full refund.
- Refunds, if approved, will be processed within 6 business days from the date of approval and issued via the member's preferred payment method.

Loan Cancellation & Refund Policy:

- Members who have availed loans from THE ARMY HEADQUARTERS COOPERATIVE THRIFT AND CREDIT SOCIETY LIMITED may request loan cancellation under certain conditions, such as early repayment or loan restructuring.
- Loan cancellation requests must be submitted in writing to the society's loan department, specifying the reasons for cancellation and any proposed repayment terms.
- The society's loan committee will review each cancellation request and assess any applicable penalties or charges based on the loan agreement and prevailing policies.
- Refunds for prepaid loan amounts or adjustments for overpaid installments will be processed in accordance with the loan agreement and communicated to the member.

Dispute Resolution:

- In the event of disputes related to cancellations, refunds, or loan agreements with THE ARMY HEADQUARTERS COOPERATIVE THRIFT AND CREDIT SOCIETY LIMITED, members are encouraged to first seek resolution through direct communication with the society's management or designated representatives.
- If a satisfactory resolution cannot be reached through informal channels, members may escalate the matter to the society's grievance redressal committee for further review and resolution.

Policy Updates:

- This Cancellation & Refund Policy of THE ARMY HEADQUARTERS COOPERATIVE THRIFT AND CREDIT SOCIETY LIMITED is subject to periodic review and updates by the co-operative society's management committee.
- Members will be notified of any significant changes to the policy through official communication channels, such as newsletters, notices, or the society's website.