



As requested, our request for processing cancellation and refund requests is set forth below.

The lessee must prepare a formal written Cancellation Request and send it to our office by certified mail within 30 days of receipt. Please be certain to keep a copy of the request for your records. Please scan and email a copy of the cancellation request to support@matrixbusinesscapital.com prior to sending via certified mail.

Once your request is received, you will receive an email notification confirming that we have received your cancellation letter.

We realize you may want to check the status of your cancellation request. The best way to determine your request is on file and in process is through the following:

- 1) You will receive a signed delivery receipt from the post office.
- 2) As a courtesy, client relations will email you confirmation that your request has been received.

You will be kept informed and notified throughout the process. Should you have questions, please email support: support@matrixbusinesscapital.com. It is our goal to resolve your cancellation in a timely manner.

The Cancellation Steps outlined on the next page provide further detail regarding the procedures for submitting a formal request for cancellation and a request for refund or a credit on your account depending on your individual circumstances.

Best Regards,

Client Relations

CANCELLATION STEPS

STEP 1: CANCELLATION REQUEST

- Send a formal written Cancellation Request, on your company letterhead, explaining the reason you wish to cancel the transaction.
- Include all pertinent details related to the reasons for cancellation in this letter.
- Include a copy of the original signed **Letter of Intent or Commitment Letter** along with your request.
- Scan and email the above items to support@matrixbusinesscapital.com

To ensure receipt, **all Cancellation Requests must be sent via United States certified mail, return receipt requested.** This will ensure that you have written confirmation that your request was received.

Send to:
Matrix Business Capital
401 East Ocean Blvd, Suite 401
Long Beach, CA 90802
Attention: Cancellation Request

STEP 2: REVIEW OF REQUEST

- All Cancellation Requests will then be processed and reviewed in the regular and ordinary course of Matrix's business.
- You will be contacted by a representative from our client relations team following our review of the request.

STEP 3: CANCELLATION OF CONTRACT

- **Assuming that no breach of contract has occurred** related to this request for cancellation of this transaction, our client relations team will send you documentation detailing the cancellation of the agreement and the refund amount.
- **Important:** If you are unclear as to what your contractual rights and duties are, please request our office to send you a copy of your agreement.
- If appropriate, a refund agreement will be sent to your attention via email or facsimile.
- This document is to be signed and mailed back to us via USPS certified mail sent return receipt. Upon our receipt of the signed documentation, your agreement will be cancelled. The file will be transferred to the Accounting Department to process any refunds due.

NOTE: All refunds are issued on a company check and are sent via USPS first class mail unless other arrangements are made and agreed upon by Matrix.

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