

Subject: Refund for Incorrect Charge [thread::pvw0alaFJTQtYBUh4RKChE::]

From: LHNParking Enquiries <enquiries@lhnparking.com.sg>

Date: 26/8/2025, 8:55 am

To: "decheng.fong@ecofit.com.sg" <decheng.fong@ecofit.com.sg>

Dear Valued Customer,

Thank you for your patience while we investigated the issue.

We have confirmed an inaccurate charge of **\$102.02** on May 28th. As you affirmed that there was no vehicle entry between May 24th and May 27th, we have calculated the correct parking fees based on your actual usage.

The correct breakdown of charges is as follows:

- **May 23rd:** \$3.44 (Entry: 8:30 PM, Exit: 11:00 PM)
- **May 28th:** \$4.30 (Entry: 9:50 AM, Exit: 12:38 PM)

The total correct charges are **\$7.74**.

The total amount to be refunded is the difference: **\$102.02 - \$7.74 = \$94.28**.

To begin the refund process, please fill out the form below and let us know once you have completed it.

Refund Form: https://app.lhnparking.com.sg/jtc_day_parking_pass.php

While refunds typically take 6 to 8 weeks to process, we are working to expedite this case for you.

Please feel free to reach out if you have any questions.

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Best Regards,

LHN Parking Team

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***For Parking Enquiries, Please Call 6856 6600**

Emailfooter

----- Original Message -----

From: Fong De Cheng [decheng.fong@ecofit.com.sg]

Sent: 8/8/2025, 2:56 pm

To: enquiries@lhnparking.com.sg

Subject: Re: Thank you for your inquiry [thread::pvw0alaFJTQtYBUh4RKChE::]

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Dear LHN Parking Team,

This is unfortunate. I am sharing the screenshot of my card's payment history - the screenshot is dated 28 May 2025, the day of fee deduction at 12.38pm as mentioned during my initial report.