



Notice of Refund

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Following the termination of the MobalPay service on **April 27, 2026**, Mobell Communications Limited will carry out a refund of any unused MobalPay balances in accordance with Article 20, Paragraph 1 of the Payment Services Act of Japan.

Please read the details below carefully if you have a remaining balance.

1. Issuer

Mobell Communications Limited

VORT Kagurazaka I, 8th Floor

34 Tansu-cho, Shinjuku-ku

Tokyo 162-0833, Japan

2. Service Name

MobalPay

3. Refund Application Period

May 10, 2026 (00:00 JST) – August 8, 2026 (23:59 JST)

Please note that if a refund request is not submitted within the above period, you will be excluded from the refund procedure in accordance with the Payment Services Act.

4. How to Apply

Please log in to your online account and check your remaining balance on or after May 10, 2026.

If you have a remaining balance and would like to request a refund, select "Refund Application."

For Mobal SIM customer

If there is a remaining balance on your card after **April 27, 2026**, we can transfer it as credit to your Mobal SIM account and apply it to your monthly charges. Please note that it may take some time for the credit to appear in your account.

If you wish to transfer your remaining balance to your Mobal account, please complete the balance transfer application via your personal account during the Refund Application Period stated above.

5. Refund Method

Refunds will be made by:

- Postal money order sent to your registered address in Japan

Refund payments are scheduled to be completed by August 31, 2026.

You will be asked to confirm your Japanese address.

Please note that we cannot send postal money orders outside Japan. After receiving the money order, please bring it along with your residence card to a post office to receive cash.

6. Contact Information

If you have any questions regarding the refund process, please contact:

Mobell Communications Limited

Email: hello@mobalpay.com

Website: <https://www.mobalpay.com/>