

# Instructions for Edenred lunch card payment cancellations

The payment card will always be charged **at least** the minimum charge for the lunch benefit set by the Tax Administration, even if the total amount of the purchase is less than this. The cardholder's payment receipt shows the amount of the payment transaction and the actual charge can be seen in the MyEdenred service.

- If a payment transaction is canceled, the merchant should cancel the same payment transaction by refunding the amount in question to the card, as for other debit or credit cards
- **If the amount to be canceled is less than the minimum charge**, it will not be automatically corrected for the MyEdenred account and the cardholder must request the correction of the difference from Edenred's customer service on (09) 7594 2848.



E.g. the card is accidentally charged 1 € instead of 10 €. The merchant uses the payment terminal to correct the 1 € charged to the cardholder. The cardholder asks Edenred to correct the remaining 6.15 € for their card (minimum charge set by the Tax Administration in 2022: 7.15 €).