

Payment adjustment for tickets purchased with JR-WEST ONLINE TRAIN RESERVATION

October 11, 2019

WEST JAPAN RAILWAY COMPANY

Our ticket sales have been changed in accordance with the increase in sales tax in Japan as of October 1, 2019. We have discovered that some customers were mistakenly overcharged when purchasing tickets in Japan. As this may have also occurred when using JR-WEST ONLINE TRAIN RESERVATION to purchase tickets overseas, we are providing additional information regarding this.

1 **Customers who meet all of the following criteria may have been affected.**

① Tickets were reserved and paid for (other than rail passes) using JR-WEST ONLINE TRAIN RESERVATION before October 1, 2019.

② Tickets were claimed at a service counter or ticket vending machine between October 1 and October 4, 2019.

③ Payment was made on a fare adjustment machine or travel was adjusted using a ticket vending machine inside the ticket gates.

*Tickets purchased on October 5 and after were settled for the correct amount.

*For the case indicated above, some customers were mistakenly charged 330 yen instead of the correct 320 yen.

2 Payment adjustment

• We will be sending an email out to customers who were potentially affected as soon as it is ready (in English). Use the reply form to respond if you were affected by the overcharge.

• Once we confirm the overage, your refund will be issued.