

Form F

Please Note: Once a refund of a PRESTO in Mobile Wallet card has been sent, it will be cancelled.

***For a PRESTO Farecard, please complete Form A for a refund ***

A 4% processing fee will apply to all refunds. Expected processing time frame is 4-6 weeks upon receipt at the PRESTO office. Transactions on your account will be reviewed for refund eligibility and proof of purchase may be required.

Refund eligibility is as per the PRESTO Card Terms and Conditions. Please refer to the PRESTO Website for details: www.prestocard.ca/en/terms-and-conditions.

PRESTO in Mobile Wallet Holder Information (please print clearly)

Card Number	
Farecard Holder LAST Name	Farecard Holder FIRST Name(s)
Telephone Number	E-mail (associated with your online PRESTO Account)
Address The address in your online PRESTO Account will be used to process your refund. Please ensure it is up to date.	
Select Reason for this Refund Request: <input type="checkbox"/> Relocated Out of Area <input type="checkbox"/> No Longer Using Public Transit <input type="checkbox"/> Using Farecard <input type="checkbox"/> Using Credit/Debit <input type="checkbox"/> Other	If Other, Please Provide Additional Details:



Your refund will be issued by Interac e-Transfer® only to the e-mail address in your online PRESTO Account.

If you cannot accept Interac e-Transfer®, Direct Deposit is available.
A VOID Cheque is Required.

Please Note Interac e-Transfer® and Direct Deposit is only available for Canadian Banks.
If you require a Cheque, extra processing time is required.

Foreign Visitors seeking refund must select Cheque and provide their mailing address.

Interac e-Transfer®

Direct Deposit

Cheque

To receive a refund, you must meet all of the following requirements:

- This PRESTO in Mobile Wallet card is registered to a Online PRESTO Account
(Do not unregister your PRESTO media. Refunds cannot be processed for unregistered media)
- The name on this form and the void cheque (if applicable) matches the name in Online PRESTO Account
(If there are any discrepancies, the refund cannot be processed)
- The e-mail address on this form matches the e-mail address in Online PRESTO Account
(If there are any discrepancies, the Interac e-Transfer® will be processed using the e-mail address in Online PRESTO Account)
- The PRESTO in Mobile Wallet card has a positive balance and transit passes are final sale
- I understand that the balance of the card may be impacted from the time of sending this refund request by continued use or required adjustments

Cardholder's Signature

Date (mm/dd/yyyy)

X

Mail completed form and PRESTO card to:

PRESTO Card Refund
c/o PRESTO Finance Back Office
20 Bay Street, Suite 600
Toronto, ON M5J 2W3

Tel: 1-8PRESTO 123 Website: prestocard.ca

Your personal information is being collected under the authority of the Metrolinx Act, as amended, or replaced from time to time, and in accordance with the *Freedom of Information and Protection of Privacy Act* (FIPPA) for the purposes of processing farecard refunds. If you have any questions regarding this collection, please contact the Contact Centre at 1-877-378-6123 / info@prestocard.ca