

**Form C**

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

A processing fee equal to 4% of the total value to be refunded will apply to all refunds. Expected processing time frame is 4-6 weeks upon receipt at the PRESTO office. We may contact you for proof of purchase. Please sign at the bottom of the page.

PRESTO in Mobile Wallet Holder Information (please print clearly)

Card Number

PRESTO in Mobile Wallet Card Holder LAST Name

PRESTO in Mobile Wallet Card Holder FIRST Name(s)

Telephone Number

E-mail (associated with your My PRESTO Account)

Address

The address in your My PRESTO Account will be used to process your refund.
Please ensure it is up to date.



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

☐ ***Interac e-Transfer®***

If you cannot accept *Interac e-Transfer®*, Direct Deposit is available.
A VOID cheque is required.

☐ Direct Deposit

If you require a cheque instead, extra processing time is required.

☐ Cheque

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

- ☐ This PRESTO in Mobile Wallet card is registered to a My 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 My 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 My PRESTO Account
(If there are any discrepancies, the Interac e-Transfer® will be processed using the e-mail address in My 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 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

Pursuant to Section 39(2) of the *Freedom of Information and Protection of Privacy Act*, you are hereby notified that personal information relating to you is being collected for the purpose of processing Farecard refunds. The legal authority for this collection is the *Metrolinx Act*, 2006. Questions about this collection should be addressed to: Coordinator, Freedom of Information and Protection of Privacy, Metrolinx, 277 Front Street West, 4th floor, Toronto, ON, M5V 2X4