

Form A**Please Note: Once a PRESTO card is sent to PRESTO for a refund, it will be cancelled and not returned.**

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.

Farecard Holder Information *(please print clearly)*

Card Number 1

Verification Number 2

Please see the back of PRESTO card

2 XXX	Exp XX/XX/20XX
1 XXXXXXXXXXXXXXXXXXXX	

Farecard Holder LAST Name	
Farecard Holder FIRST Name(s)	
Telephone number	E-mail
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®.** **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 card is registered to a My PRESTO Account
- The information on this form matches the name, telephone number and e-mail address in My PRESTO Account
(If my personal information has recently changed, I have updated My PRESTO Account)
- The PRESTO card has a positive balance
- I understand that transit passes and PRESTO tickets are final sale
- The PRESTO card is included inside the envelope

Cardholder's Signature

Date (mm/dd/yyyy)

X****Remember to include your PRESTO card with completed form****

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

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