

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 (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®**.

**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, 4<sup>th</sup> floor, Toronto, ON, M5V 2X4