

Form A

Please Note Once a PRESTO card is sent to PRESTO for an eligible refund, it will be cancelled and not returned.

For a Mobile Wallet Refund, please complete Form F 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.

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 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 Mobile Wallet <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 the requirements below:

- This PRESTO card is registered to an online PRESTO Account (Refunds cannot be processed for unregistered PRESTO cards)
- The PRESTO card is included inside the envelope
- The name on the form and void cheque (if applicable) matches the name in your online PRESTO Account (If there are any discrepancies, the refund may be delayed/declined)
- The e-mail address on this form matches the e-mail address in your online PRESTO Account (If there are any discrepancies, the Interac e-Transfer® will be processed using the e-mail address in your online PRESTO Account)
- The PRESTO card has a positive balance
- I understand that transit passes are final sale and not refunded using this form

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

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