Refund Application Form

Please print clearly using block letters

OFFICIAL USE

Date stamp

1. Passenger details

Title | Name | Surname

Email | ID/Passport number*

Cellphone | Landline

myconnect card no.

**This information will only be used for identification, and will not be shared or used for any other purpose.*

2. Refund application details

I think I have been charged incorrectly ☐ **OR** I have a refund slip and bank slip from a card vending machine (CVM) ☐

- *You need to submit a mini-statement along with this application.*
- *You need to submit both the refund slip and bank slip from the CVM with this application.*

Date of incident: | Time of incident: | Station/stop:

Bus number: | Penalty(Yes/No) | Value Disputed: R

Station/stop tapped IN at: | Station/stop tapped OUT at:

Transport Information Centre (TIC) reference number (if available)

Please provide details of the incident

Incomplete, incorrect or illegible applications will not be processed.

3. Refund card details *Complete only if the card to be refunded is a different **my**connect card to the one listed in Section 1*

Card number to be refunded

Motivation for refund to a different card

4. Declaration *If the applicant is under 18 years, this form will need to be signed by a guardian*

I, the undersigned, understand that providing untrue information constitutes fraud and certify that the information provided is true in all respects.

Signature of applicant or guardian _____ Date _____

For official use only

Cashier name | Cashier signature | Date

Mini-statement attached Yes: ☐ No: ☐ CVM refund slip **AND** bank slip attached Yes: ☐ No: ☐

Customer slip *Cashier to complete, tear off and hand slip to passenger for hardcopy submissions*

Passenger name | Station submitted | Date

Cashier name | Cashier signature | Time

Passengers should keep this tear off slip as proof of submission.
Passengers will receive a reference number from the TIC by email, SMS or telephone when this application is registered at the TIC.
Passengers will receive communication from the TIC on the outcome of this application and refund collection details, if applicable.