

# Refund Application Form

Please print clearly using block letters

OFFICIAL USE

Date stamp

## 1. Passenger details

Title	<input type="text"/>	Name	<input type="text"/>	Surname	<input type="text"/>
Email	<input type="text"/>		ID/Passport number*	<input type="text"/>	
Cellphone	<input type="text"/>		Landline	<input type="text"/>	
myconnect card no.	<input type="text"/>				

\*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:	<input type="text"/>	Time of incident:	<input type="text"/>	Station/stop:	<input type="text"/>
Bus number:	<input type="text"/>	Penalty(Yes/No)	<input type="text"/>	Value Disputed:	<input type="text" value="R"/>
Station/stop tapped IN at:	<input type="text"/>	Station/stop tapped OUT at:	<input type="text"/>		
Transport Information Centre (TIC) reference number (if available)	<input type="text"/>				

Please provide details of the incident

<input type="text"/>
<input type="text"/>
<input type="text"/>
<input type="text"/>

*Incomplete, incorrect or illegible applications will not be processed.*

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

Card number to be refunded	<input type="text"/>
Motivation for refund to a different card	<input type="text"/>
<input type="text"/>	

## 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	<input type="text"/>	Cashier signature	<input type="text"/>	Date	<input type="text"/>
Mini-statement attached	Yes: <input type="checkbox"/>	No: <input type="checkbox"/>	CVM refund slip <b>AND</b> bank slip attached	Yes: <input type="checkbox"/>	No: <input type="checkbox"/>

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

Passenger name	<input type="text"/>	Station submitted	<input type="text"/>	Date	<input type="text"/>
Cashier name	<input type="text"/>	Cashier signature	<input type="text"/>	Time	<input type="text"/>

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.

