



Date: _____
Day Month Year

AutoLoad – Pre-Authorized Debit

Please use this form to set-up, make changes to, or disable an AutoLoad using Pre-Authorized Debit from your bank account.

AutoLoad is the most convenient way to automatically renew monthly passes or to top-up Stored Value when your balance drops below \$5. You can manage your card's AutoLoad through your online account at compasscard.ca.

By choosing AutoLoad, your card will be automatically registered. Benefits of registration include online account management, and balance protection in the event your card is lost or stolen.

STEP 1: ACCOUNT HOLDER CONTACT INFORMATION

Please fill out the information below. If making changes to your AutoLoad, Compass Customer Service can only process your request if the information you provide on this form matches the information on record.

_____	_____
First Name	Last Name
_____	_____
Email	Phone
	<input type="radio"/> Cell <input type="radio"/> Other

Billing Address

_____		_____
Address		Suite/Apt #
_____	_____	_____
City	Province	Postal Code

Mailing Address *(if different from Billing Address)*

_____		_____
Address		Suite/Apt #
_____	_____	_____
City	Province	Postal Code

STEP 2: CARD DETAILS

Please enter your Compass Card number and CVN (located on the back of your card).

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Compass Card Number (enter all 20 digits including any zeros)

□ □ □

CVN

STEP 3: SECURITY INFORMATION

Security Question (choose one)

Please select a security question from the options below and provide an answer. This question will be used to verify you as the account holder.

- What is a memorable travel destination?
- What is your favourite colour?
- Who is your most memorable teacher?
- What is the name of your first pet?
- What is your favourite restaurant?

Answer

STEP 4: SELECT YOUR AUTOLOAD ACTION

What action would you like to take?

- Set-up a new AutoLoad (complete steps 5A, 6, 7, 8 & 9)
- Change AutoLoad details (complete steps 5A, 6, 8 & 9)
- Disable AutoLoad (complete steps 5B, 8 & 9)
- Update payment information (complete steps 7, 8 & 9)

TransLink reserves the right to decline a request to authorize AutoLoad on a Compass Card in order to prevent fraudulent use or abuse of AutoLoad features and benefits.

STEP 5A: SET-UP NEW OR CHANGE EXISTING AUTOLOAD

AutoLoad can be used to top-up Stored Value, renew passes or a combination of both.

Select the product(s) that you would like to set-up for recurring AutoLoad using Pre-Authorized Debit:

PASS PRODUCTS

Your bank account will be debited each time a new pass is loaded to your Compass Card.

CONVENTIONAL TRANSIT (BUS, SKYTRAIN, SEABUS)	
<input type="radio"/> Adult 1 Zone Monthly Pass	<input type="radio"/> Concession 3 Zone Monthly Pass
<input type="radio"/> Adult 2 Zone Monthly Pass	
<input type="radio"/> Adult 3 Zone Monthly Pass	

WEST COAST EXPRESS		Waterfront	Port Moody Coquitlam Central Port Coquitlam	Pitt Meadows Maple Meadows Port Haney	Mission City
Waterfront	Adult	N/A	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Concession	N/A	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Port Moody Coquitlam Central Port Coquitlam	Adult	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Concession	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pitt Meadows Maple Meadows Port Haney	Adult	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Concession	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mission City	Adult	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	N/A
	Concession	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	N/A

The amount of the pass product to be debited to your bank account using Pre-Authorized Debit is subject to change. You agree that the amount debited to your bank account will be the price for the applicable pass product in effect at the time the new pass product is loaded to your Compass Card, as set out on translink.ca/fares.

STORED VALUE AUTOLOAD

Select the amount of Stored Value you wish to set-up to AutoLoad. This amount will be debited to your bank account using Pre-Authorized Debit each time your Stored Value balance falls below \$5.

- \$10 (Min.)
 \$20
 \$40
 \$80
 \$100 (Max.)

AutoLoad total (add all products selected):

STEP 5B: DISABLE AUTOLOAD

Please indicate the AutoLoad you would like to disable:

- Stored Value Monthly Pass(es)

Please note, notice must be received before:

- your balance drops below \$5 in the case of Stored Value
- the 21st of the month prior to the month that you want your AutoLoad to be disabled. For example, you must provide notice before May 21, to cancel your AutoLoad for June.

Your AutoLoad will be disabled within 2 business days of receiving your form. You will be responsible for any AutoLoad transactions scheduled to occur during this two-day period.

You may also cancel your AutoLoad via the web at compasscard.ca or by calling Compass Customer Service at 604.398.2042.

If you are only disabling an AutoLoad, skip steps 6 and 7. Please complete steps 8 and 9.

STEP 6: SIGN UP FOR NEWS & PROMOTIONS

Sign-up to receive emails from TransLink on the latest news, events and offers.

- Yes, sign me up for communications from Compass and TransLink.

You can opt out of the options anytime via the web or phone. By opting out you will not receive information as noted above, but you will continue to receive email communications about the status of your Compass Card account, any changes made to your account and product orders.

STEP 7: PAYMENT

To complete your AutoLoad for pre-authorized debit from your bank account, please enclose a cheque marked VOID or complete the information below according to the diagram. We cannot accept cash or payment by cheque for AutoLoad.

Transit Number (5 digits)

Financial Institution Number (3 digits)

Account Number

Financial Institution Name

Financial Institution Address

Personal Use

Business Use

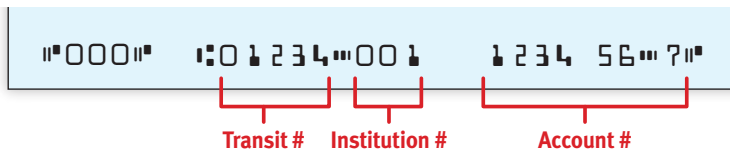
FIRST LASTNAME **000**
 1234 AVENUE ST
 CITY, PROV. Z1Z 1Z1
 TEL: (604) 555-9999

PAY TO THE ORDER OF _____ \$
 _____ / 100 DOLLARS

IN Institution Name
 Institution full name
 institution.com
 2345 Street Ave.
 City, Prov. Z1Z 1Z1

MEMO _____

⑈0000⑈ ⑆0 234 ⑈00⑈ ⑆ 234 56 ⑈7⑈



STEP 8: AUTHORIZATION

By signing below,

- I confirm that all information provided in this form is true, accurate and complete and I agree to promptly notify TransLink if any of this information changes;
- I indicate my agreement with the Compass Card Terms and Conditions of Use (available at compasscard.ca);
- I authorize TransLink or its agent, Cubic Transportation Systems, to debit the bank account identified above for the amounts provided for above on dates as set out in the Compass Card Terms and Conditions of Use; and
- **I confirm that I waive my right to receive pre-notification of the date and the amount of the first pre-authorized debit and I agree that I do not require advance notice of any change to the date or the amount of any pre-authorized debit before the debit is processed.**

I understand that I may revoke my authorization at anytime by completing sections 5B, 8 and 9 of this form, subject to providing the notice indicated in section 5B.

I understand that I have certain recourse rights if any debit does not comply with this form. For example, I have the right to receive reimbursement for any debit that is not authorized or is not consistent with this Pre-Authorized Debit form. To obtain more information on your recourse rights, contact your financial institution or visit www.payments.ca.

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Signature 1

Date

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Signature 2 (for joint accounts requiring both signatures)

Date

STEP 9: SUBMIT FORM

Please submit this form to:

IN-PERSON:

Compass Customer Service Centre
Stadium–Chinatown Station
Vancouver

West Coast Express Office

Waterfront Station, 2nd floor
Vancouver

BY MAIL:

Compass Customer Service
PO Box 2212 STN Terminal
Vancouver, BC V6B 3W2

You'll be notified by email when your AutoLoad is set-up. If you have questions, please call Compass Customer Service at 604.398.2042. TransLink's Compass Card Terms and Conditions of Use can be viewed at compasscard.ca.

The personal information collected, used and disclosed is necessary for the administration of Compass program and is in accordance with provisions of Part 3 of the *Freedom of Information & Protection of Privacy Act*. Please refer to the Compass Privacy Statement located on compasscard.ca or contact the TransLink Privacy Officer at privacy@translink.ca for further information.