



Date: _____

Day Month Year

Refund Request Form

Please complete all of the information below. For registered cards, the Compass Customer Service Centre can only process your request if the information you provide on this form matches the information on record.

Please Note:

- A Compass Card must be registered to be eligible for a refund of a Monthly Pass or Stored Value
- If requesting a \$6 card deposit refund only, Compass Cards do not need to be registered
- Active Monthly Passes are not eligible for a refund
- All refunds are subject to the Compass Card Terms and Conditions of Use
- Do not use this form to request refunds of benefits provided through a special fare program

STEP 1: ACCOUNT HOLDER CONTACT INFORMATION

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

Mailing 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).

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

Are you surrendering your Compass Card to obtain your \$6 deposit? Yes No

Note: Your card must accompany this form.

STEP 3: VERIFICATION OF SECURITY INFORMATION

Note: Only applicable to registered cards.

Security Question *(choose one)*

Please select the question you have on file and provide the answer. The answer you provide must match the information on your account.

- 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

Please note if you wish to change your Security Question and/or Telephone PIN, log into your account at compasscard.ca, call Compass Customer Service at 604.398.2042 or visit us in person at the locations listed at the end of this form.

STEP 4: REFUND DETAILS

Please indicate the product(s) you are requesting to be refunded:

MONTHLY PASS (CONVENTIONAL OR WCE):

- Adult or Concession Number of zones

DAYPASS:

- Adult or Concession

STORED VALUE:

Amount: \$

WESTCOAST EXPRESS RETURN:

- Adult or Concession Number of zones

DEPOSIT ONLY

- \$6

TOTAL AMOUNT OF REQUESTED REFUND: \$

if surrendering your Compass Card, please add \$6.00 to the total.

Reason for refund:

STEP 5: AUTHORIZATION

By signing below I confirm that:

1. I am the registered cardholder or legal representative of the owner of the card(s) being submitted for refund.
2. The refund being requested is subject to the Compass Card Terms and Conditions of Use. My refund may be refused if the information I have provided is inaccurate or incomplete.
3. TransLink or its agents may contact me to request further clarification or information before my refund is processed.

Signature 1

Date (Day / Month / Year)

STEP 6: SUBMIT FORM

Please return this form to:

Note: if you've opted to surrender your Compass Card, please enclose it with this form.

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

BY EMAIL:

Scan your completed form and email the pdf file to:
customerservice@compasscard.ca

To request a refund for a Compass Card, you must submit this form in person or by mail and include the card.

You'll be notified by email when your refund has been processed. Please allow up to 4 weeks for your cheque to arrive. 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.