



Date: \_\_\_\_\_

Day      Month      Year

# Refund Request Form

Please complete all of the information below. For registered cards, the Compass Customer Service 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
- TransLink does not issue cheques under \$10. Please contact the Compass Customer Service at 604.398.2042 or 1.888.207.4055 (toll free) for other options.
- 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
- Use this form for vending machine issues

## 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 OR TICKET DETAILS

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                     |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="border: 1px solid gray; width: 20px; height: 20px; margin: 2px;"></div> <div style="border: 1px solid gray; width: 20px; height: 20px; margin: 2px;"></div> <div style="border: 1px solid gray; width: 20px; height: 20px; margin: 2px;"></div> <div style="border: 1px solid gray; width: 20px; height: 20px; margin: 2px;"></div> <span style="margin: 0 5px;">-</span> <div style="border: 1px solid gray; width: 20px; height: 20px; margin: 2px;"></div> <div style="border: 1px solid gray; width: 20px; height: 20px; margin: 2px;"></div> <div style="border: 1px solid gray; width: 20px; height: 20px; margin: 2px;"></div> <div style="border: 1px solid gray; width: 20px; height: 20px; margin: 2px;"></div> <span style="margin: 0 5px;">-</span> <div style="border: 1px solid gray; width: 20px; height: 20px; margin: 2px;"></div> <div style="border: 1px solid gray; width: 20px; height: 20px; margin: 2px;"></div> <div style="border: 1px solid gray; width: 20px; height: 20px; margin: 2px;"></div> <div style="border: 1px solid gray; width: 20px; height: 20px; margin: 2px;"></div> <span style="margin: 0 5px;">-</span> <div style="border: 1px solid gray; width: 20px; height: 20px; margin: 2px;"></div> <div style="border: 1px solid gray; width: 20px; height: 20px; margin: 2px;"></div> <div style="border: 1px solid gray; width: 20px; height: 20px; margin: 2px;"></div> <div style="border: 1px solid gray; width: 20px; height: 20px; margin: 2px;"></div> </div> <p>Compass Card Number <i>(enter all 20 digits including any zeros)</i></p> | <div style="border: 1px solid gray; width: 20px; height: 20px; margin: 2px;"></div> <div style="border: 1px solid gray; width: 20px; height: 20px; margin: 2px;"></div> <div style="border: 1px solid gray; width: 20px; height: 20px; margin: 2px;"></div> <p>CVN<br/>Located on the back of your card. Leave blank if ticket.</p> |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

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](http://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**

- \$6

**CASH LOST IN VENDING MACHINE:**

Amount: \$

**TOTAL AMOUNT OF REQUESTED REFUND:** \$

For vending machine issues, please provide details including transaction date, time, location, vending machine # and denomination of bills and coins inserted:

## STEP 5: AUTHORIZATION

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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 or Compass Ticket Terms and Conditions of Use. My refund may be refused if the information I have provided is inaccurate, incomplete or in the case of a vending machine if the issue cannot be verified.
3. TransLink or its agents may contact me to request further clarification or information before my refund is processed.

Signature

Date (Day / Month / Year)

## STEP 6: SUBMIT FORM

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Please return this form to:

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

**BY EMAIL:**

**Compass Customer Service**

customerservice@compasscard.ca

**BY MAIL:**

**Compass Customer Service**

PO Box 2212 STN Terminal

Vancouver, BC V6B 3W2

***Save your completed form***

**IN-PERSON:**

**TransLink Customer Service Centre**

Waterfront Station

Vancouver

If your refund request is for a registered 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 and Compass Ticket 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.