

## Leap Card/Student Travel Card Refund Form

Please complete this form in BLOCK CAPITALS (\* required fields) Completed applications should be sent to: Leap Card Customer Care, PO BOX 12119, Dublin 24

## **Please Note:**

- \* Student Travelcards do not have a refundable deposit; the fee paid at time of purchase is not refundable.
- \* Approved refunds will be paid by bank transfer to European Union bank account holders only (including Iceland, Norway and Switzerland); customers residing outside of this area will be refunded by cheque.

## 1. Leap Cardholder's Personal Details

First Name * Surna	ame *
Date of Birth * d d m m y y y y	
2. Leap Cardholder's Contact Details	
Address 1 *	Post code
Address 2	County*
Town *	Country *
Phone	
Email	
3. Leap Card Details	4. Refund Information Please indicate refund type and reason*
Leap Card number * (first 10 digits only)	Refund Type: Full card refund Refund of card deposit, travel credit and ticket(s) Ticket only refund
Please indicate Leap Card type and status*	
Card Type: Adult Card Status: Un-Registered	Refund Reason: Card lost/stolen Card faulty
Child Registered	Card no longer required
Student Personalised Photo Card	Incorrect ticket loaded to Leap Card
	ransfer to European Union bank account holders only (including Iceland, ding outside of this area will be refunded by cheque.
Name of Bank Account Owner *	BIC *
IBAN *	
6. Signature	PLEASE NOTE:
	Leap Cards which are no longer required or
Leap Card holder's signature *	faulty <u>must be</u> returned with this completed form.
Date *	
i Approved refunds will be paid via bank transfer to the designated bank acco	punt in section 5 of this form.
ii While we endeavour to complete all refunds as quickly as possible it can take requests to be processed.	e up to 21 working days from receipt of completed application form for refund
<ul> <li>Determination of value (For Leap Card Terms &amp; Conditions please go to www (a) All refunds are subject to Leap Card Terms and Conditions and the refunc (b) The Authority's determination of value shall be final</li> </ul>	
For office use only: Proce	essed by Date
Transaction ID Refunded	
If declined state the reason	