

SECTION THREE: ADDITIONAL INFORMATION AND SUPPORTING DOCUMENTS

Please note that you will not receive a refund if an account balance is \$2 or less.

Reason for refund request—check one:

- Moved (out of service area)
- Service no longer required
- Deceased (*supporting documents required – see below*)
- Other reason, please explain:

Once a completed application for refund is received with all required supporting documents attached, Winnipeg Transit Plus will process a refund for the full amount of the customer's fare account, and the file will be closed. **Refunds are issued by cheque bearing the customer's name or, if deceased, to the late customer's estate.** Please allow 6-8 weeks to process.

Supporting documents will be required if the agreement and consent in section four are authorized care-of the customer; not the customer themselves—attach any one of the following documents:

- official documentation designating the executor/executrix (if applicable):
 - *a copy of the Last Will and Testament, or Court Orders/Court of Queen's Bench*
 - *a copy of the Funeral Directors Declaration of Death, or Proof of Death Certificate*
- *a copy of the Power of Attorney (if applicable)*

SECTION FOUR: AGREEMENT AND CONSENT

Privacy: Your personal information is being collected pursuant to s.36(1)(b) of *The Freedom of Information and Protection of Privacy Act*. This information will be used for communication and administration related to your Winnipeg Transit Plus service and will not be used or disclosed for any other purposes, except as authorized by law. If you have any questions about the collection of this information, contact the Corporate Access and Privacy Officer by mail to City Clerk's Department, Susan A. Thompson Building, 510 Main Street, Winnipeg MB, R3B 1B9, or by telephone at 311.

I/We declare that the information provided in this application is true and complete to the best of my/our knowledge. I/We understand and agree that should clarifications or further communications be required for processing this application, I/We authorize the City of Winnipeg to disclose my personal information to my/our alternate contact for that purpose and acknowledge that this may cause a delay in processing the refund.

Name (please print)	Signature	Date

Submit application for refund and supporting documents to: **Winnipeg Transit Plus
B-414 Osborne St
Winnipeg MB R3L 2A1
or fax to 204-986-6555**