Fare machine refund form

Important information: Complete this form if you bought a paper ticket from a fare machine and did not receive the correct change.You must attach to this form the Refund Claim Receipt which you should have received from the fare machine. A copy, fax or scanned receipt is not acceptable. All refunds are in Australian dollars.

When completing this form please leave a box between words.

TRANSLink
REFUND CLAIM RECEIPT
PLEASE RETAIN THIS CLAIM RECEIPT AND CONTACT CUSTOMER SERVICE AT 13123O2222
NOT VALID FOR TRAVEL
INVOICE
TRANSLink
GPO Box 50
Brisbane Qld 4001
ABN:
46097411748
Fare Type:
SINGLE
Cash Inserted:
$ 22.00
Cash Returned:
$ 2.00
Refund Due:
$ 17.10
South East Busway At QT (IP)
With University A(ND) (SP)
612
Device ID:
Station code:
Transaction ID:
08 43
CASH
TRANSLink 13 12 30

Example of Refund Claim Receipt

Your details — You must complete the mandatory fields (◤)

Title (tick only one) Mr ☐ Mrs ☐ Miss ☐ Ms ☐ Dr ☐

Given name | Middle initial/s | Family name

Home address

City / Suburb | State | Postcode

Postal address (if different to home address) | State | Postcode

Daytime phone | Mobile phone

Bank details: (must complete all sections)

Refund by EFT into an Australian bank account. Provide bank account details below.

Name of Australian financial institution where account is held

Account name

BSB number

Account number

Account holder authorisation – signature of account holders(s)

Signature of account holder 1 | Date

Signature of account holder 2 | Date

We will send a confirmation notice to your postal address after the money has been transferred to your bank account.

Customer declaration

I am applying for a refund for incorrect change received at a fare machine. I have attached the original Refund Claim Receipt. I authorise TransLink to fill out, correct and complete details on this form and record and use the details supplied on this form in accordance with the TransLink Privacy Statement, which is available at www.translink.com.au or by calling 13 12 30.

Signature | Date

Lodgement information

Return this form and your **original** Fare Machine Refund Claim Receipt to:

TransLink Customer Service Team
GPO Box 50
Brisbane QLD 4001

TRANSLink

Queensland Government