

Applicant fills in

Family name, given name and telephone no	Travel Card no 9246200011
Home address	Postcode
Address of place of work or study	Postcode
Bus services normally used:	

Period ticket(s) on the Travel Card

Customer group / Home municipality	Customer has <input type="checkbox"/> a direct-debit ticket <input type="checkbox"/> an employer-subsidized ticket
Zone <input type="checkbox"/> Helsinki <input type="checkbox"/> Espoo <input type="checkbox"/> Vantaa <input type="checkbox"/> Kerava-Sipoo <input type="checkbox"/> Kirkkonummi <input type="checkbox"/> Region <input type="checkbox"/> Extended region 2 <input type="checkbox"/> Extended region 3	Loaded period(s) / 20 - / 20 / 20 - / 20

Applicant fills in	HSL fills in	
<input type="checkbox"/> Travel Card period ticket is refunded as new period.	days	days
<input type="checkbox"/> Travel Card period ticket is refunded as value loaded on the card.	euros	euros
<input type="checkbox"/> Other direct costs (receipts/account attached). Refund is given as value loaded on the Travel Card.	euros	euros
<input type="checkbox"/> Customer terminates the use of the Travel Card. Bank account (IBAN):		

Application submitted

Service point	Date / 20	Customer's signature
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HSL's DECISION / Statement of the reasons

<input type="checkbox"/> Refund is granted	<input type="checkbox"/> As period days	Zone	Ticket type number and name
	<input type="checkbox"/> As value euros	Zone	Ticket type number and name
<input type="checkbox"/> Refund rejected			

Date / 20 Dealt with by

Service point fills in

<input type="checkbox"/> New period loaded days	<input type="checkbox"/> Value loaded euros
Service point	Date / 20 Customer Service Officer's signature

*) If the customer decides to terminate the use of the Travel Card, the card is attached to the application. Period ticket and/or value is refunded to customer's bank account. The card charge will not be refunded. No processing fee will be charged.

Appeal instructions

You have the right submit your claim to the Consumer Dispute Board or to contact the consumer advisor of your home municipality. The consumer advisor will assist you in submitting your claim to the Consumer Dispute Board. Instructions and forms are available from municipal consumer advisors and from the web pages of the Consumer Dispute Board.

You can hand in the application form at a service point or mail it to HSL:

HSL, Helsinki Region Transport, POB 101, 00077 HSL

For more information, call 09 4766 4000 Mon-Fri 7am–7pm, Sat-Sun 9am-5pm.