

**Season ticket refund due to the coronavirus epidemic / APPLICATION  
Passengers over 70 years of age**

**CUSTOMER DETAILS Customer fills in**

Name	HSL card number 9246200011
Email address	Phone number
Home address	Postcode ja municipality
Bank account (IBAN): 	
Signature and date	

**We will refund season tickets for the period of time between 18 March 2020 and 31 May 2020 for the days they were valid.**

**If you want a refund for the portion of your ticket extending beyond 1 June 2020 and you do not need to travel, attach your HSL card to the refund request.**

**You must submit your refund request by 17 July 2020.**

**I want the refund:**

**I have a season ticket on my personal HSL card which was bought on or before 18 March 2020 and which is still valid or which has already expired.**

☐ **To my bank account (Refund for a season ticket 18 March-31 May). No need to send the card to HSL.**

☐ **I want the refund for my season ticket to my bank account and I am attaching my card to the refund request. I surrender my HSL card and will no longer use it for travelling.**

**HSL's decision:**

HSL card	<input type="checkbox"/> Refund for season ticket days = euros	Zone	Ticket typenumber and name
	<input type="checkbox"/> Value balance on the card if the card is sent to HSL euros		
<input type="checkbox"/> Amount refunded to customer's bank account euros			

**The postage has been paid for**

Fill in the form and send it to HSL by mail to the following address:

HSL Helsinki Region Transport,  
Customer Service/Refunds  
Info: TYLI  
Tunnus 5018244,  
00003 Vastauslähetyt

### Instructions for appeal for claims for HSL card refunds

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.

**More information:** HSL Customer Service, tel. +358 9 4766 4000, Mon-Fri 7.30am-7pm, Sat-Sun 9.30am-5pm.