

CUSTOMER DETAILS Customer fills in

Name	HSL card number 9246200011
Email address	Phone number
Home address	Postcode ja municipality
Bank account (IBAN): 	
I surrender my HSL card and attach it to this application. Signature and date	

Customer fills in:

I have a season ticket on my personal HSL card which was bought on or before 16 March 2020 and which expires on 16 April 2020, at the earliest. A refund will be paid for the days extending beyond 16 April 2020.

No refund is paid for the period of time between 16 March and 15 April.

Customer group/Home municipality	
Zone <input type="checkbox"/> AB <input type="checkbox"/> BC <input type="checkbox"/> D <input type="checkbox"/> ABC <input type="checkbox"/> CD <input type="checkbox"/> BCD <input type="checkbox"/> ABCD	Season ticket(s) loaded / 20 - / 20 / 20 - / 20

HSL fills in

Application received

Processed by/HSL	Date	
------------------	------	--

HSL's decision:

HSL card	<input type="checkbox"/> season ticket remaining on 16 April 2020 days euros	Zone	Ticket type number and name
	<input type="checkbox"/> Value euros		
<input type="checkbox"/> Amount refunded to customer's bank account euros			

Terms and conditions for refunds:

The customer surrenders their HSL card and sends it to HSL along with a claim for refund.

Any season ticket and/or value will be refunded to the customer's bank account.

The card charge will not be refunded. No processing fee will be charged.

The season ticket is purchased on or before 16 March 2020 and it was valid on or after 16 April 2020.

The customer can get a new HSL card free of charge from a service point only after the refund has been processed at HSL.

Submitting the form to HSL

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

HSL Helsinki Region Transport,

Customer Service/Refunds

Info: TYLI

Tunnus 5018244,

00003 Vastauslähetyks

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.