

CUSTOMER DETAILS Customer fills in

Name	HSL card number 9246200011
Email address	Phone number
Home address	Postcode ja municipality
Bank account number Bank account (IBAN):	
Refund due to quarantine I attach to this application a decision on quarantine or isolation issued by the doctor responsible for infectious diseases in my municipality or hospital district. A copy of the decision is enough.	

Season ticket(s) valid on the HSL card, the HSL app or on a MaaS operator's app

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

Customer fills in

<input type="checkbox"/> HSL card season ticket is refunded to the customer's bank account
<input type="checkbox"/> Customer terminates the use of the HSL card ^{*)} .
<input type="checkbox"/> HSL app season ticket is refunded <input type="checkbox"/> as a day ticket code <input type="checkbox"/> to the customer's bank account
<input type="checkbox"/> Season ticket on a MaaS operator's app is refunded to the customer's bank account. euros

*) If the customer decides to terminate the use of the HSL card, the card is attached to the application. 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.

HSL's DECISION / Statement of the reasons

<input type="checkbox"/> Refund is granted	<input type="checkbox"/> As a day ticket on the HSL app
	<input type="checkbox"/> Refund is paid to the customer's bank account euros
<input type="checkbox"/> Refund is rejected because	

Date / 20 Processed by/HSL

Submitting the form to HSL

Fill in the form and send it by email to: apj@hsl.fi or by mail to HSL Helsinki Region Transport, Customer Service, Po Box 104, 00077 HSL.
Please attach a decision on quarantine. Submit the application within two months from the end of your quarantine.

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.