

CUSTOMER DETAILS Customer fills in

Name and phone number	HSL card number 9246200011
Email address	Phone number
Home address	Postcode
Address of place of work or study	Postcode
Routes I normally use:	

Season ticket(s) on the HSL card or on the HSL app

Customer group/Home municipality	The customer has <input type="checkbox"/> an employer-subsidized commuter ticket
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		HSL fills in	
<input type="checkbox"/> HSL card season ticket is refunded as a new season ticket	days	days	
<input type="checkbox"/> HSL card season 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 card	euros	euros	
<input type="checkbox"/> MaaS operator's season ticket is refunded to customer's Bank account	euros Bank account (IBAN)	euros	
<input type="checkbox"/> Customer terminates the use of the HSL card*). Bank account (IBAN):			
<input type="checkbox"/> HSL app season ticket is refunded as a ticket code		days	

Application submitted

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

<input type="checkbox"/> Refund is granted	<input type="checkbox"/> As a season ticket days	Zone	Ticket type number and name
	<input type="checkbox"/> As value euros	Zone	Ticket type number and name
	<input type="checkbox"/> in HSL app as a day ticket	Zone	
<input type="checkbox"/> Refund rejected			

Date / 20 Dealt with by

Service point fills in

<input type="checkbox"/> New season ticket loaded day(s)	<input type="checkbox"/> Value loaded euros	<input type="checkbox"/> sent ticket code to HSL app
Service point	Date / 2 0	Customer Service Officer's signature

*) 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.

Submitting the form to HSL

Fill in the form and take it to a service point, or send it by email to: apj@hsl.fi or by mail to HSL Helsinki Region Transport, Po Box 101, 00077 HSL. If you are sending the form by mail, please note that there are delays to letters if the postal strike continues.

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 7am-7pm, Sat-Sun 9am-5pm.