



# APPLICATION FOR REFUND OF FEVO CARD (REFUND IS APPLICABLE FOR EXPIRED FEVO CARDS ONLY)

Note:

- (1) Applications for Refund of expired FEVO cards are to be submitted within 1 month from the expiry date.
- (2) Processing for refund to bank account will take 14 working days and cheque processing will take 21 working days and sent via LOCAL mail only.
- (3) Incomplete applications or applications submitted more than 1 month after expiry date will be rejected.
- (4) By submitting this application form, you agree that EZ-Link Pte Ltd may collect, use and disclose your personal data to third parties, as provided in this application form, for the purposes of processing your application in accordance with the Personal Data Protection Act 2012 and our data protection policy (available at our website [www.ezlink.com.sg](http://www.ezlink.com.sg)).

SECTION 1: CUSTOMER PARTICULARS																																															
Full Name (as appears in ID):						Contact Number:																																									
ID Type*: <input type="checkbox"/> NRIC <input type="checkbox"/> Passport <input type="checkbox"/> Work Permit <input type="checkbox"/> Others, please specify: _____  <i>* Please attach a photocopy of your ID (Front &amp; back) for verification</i>				ID Number:		(Home) _____ (Office) _____ (Mobile) _____																																									
Local Address:						Email:																																									
SECTION 2: FEVO CARD DETAILS																																															
Card Number: <b>5 3 6 5</b> [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ]																																															
Name Appearing on Card:						Expiry date:																																									
<i>*\$5/- administrative fee will be debited from your remaining value</i>																																															
SECTION 3: REFUND OPTIONS* (Select one)																																															
<input type="checkbox"/> <b>Option 1:</b> Refund to Bank Account (Holder Name) : _____																																															
<input type="checkbox"/> POSB Bank		<table border="1" style="width: 100%; text-align: center;"> <tr> <td>7</td><td>1</td><td>7</td><td>1</td><td>0</td><td>8</td><td>1</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td> </tr> <tr> <td colspan="6">Bank</td> <td colspan="6">Branch</td> <td colspan="10">Account number</td> </tr> </table>		7	1	7	1	0	8	1																Bank						Branch						Account number									
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<input type="checkbox"/> DBS Bank		<table border="1" style="width: 100%; text-align: center;"> <tr> <td>7</td><td>1</td><td>7</td><td>1</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td> </tr> <tr> <td colspan="6">Bank</td> <td colspan="6">Branch</td> <td colspan="10">Account number</td> </tr> </table>		7	1	7	1																			Bank						Branch						Account number									
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<input type="checkbox"/> <b>Option 2:</b> Cheque to mailing address to : <i>(If different from the above)</i> _____ _____ Singapore _____ (Processing takes 21 working days)																																															
Signature of Customer:						Date:																																									
SECTION 4: FOR OFFICIAL USE																																															
(1) Verification (Case ID):  Refund Status: <b>APPROVED / DECLINED</b>						(3a) Bank Posting Date: Posting: <b>SUCCESSFUL / NOT SUCCESSFUL</b> If not successful, contact customer to verify mailing address and to issue cheque instead. Date of calling customer:																																									
(2b) If Approved, Refund Amount:																																															
(2a) If Declined, Reason: Date of calling customer:						(3b) Cheque Number: Send Cheque Date:																																									



\*Please fill up this section if you are applying for refund of more than 1 expired card

<b>SECTION 2: FEVO CARD DETAILS</b>															
Card Number:	5	3	6	5											
Name Appearing on Card:											Expiry date:				
<i>*\$5/- administrative fee will be debited from your remaining value</i>															
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