



Refund Applicant Contact Information

First name		Contact number	
Last name		Date of birth	/ /
Residential address			Postcode*
Email address			

I wish to apply for a refund of the balance of my GreenCard. I understand I will be charged an administration fee of \$5.00 to process the refund and the refund may take up to two weeks.

GreenCard number			
Name on GreenCard		Date of birth	/ /

I would like the amount to be credited to my Australian bank account:

BSB Number		Account Number		
In the name of				
Signature			Date	/ /

OFFICE USE ONLY:

GreenCard

Card blocked	<input type="checkbox"/> Yes	<input type="checkbox"/> No			
Card type	<input type="checkbox"/> Adult	<input type="checkbox"/> Adult Concession	<input type="checkbox"/> Student (Under 18)		
Reason given for cancellation / refund request					
Requested amount	\$	Less admin fee	\$5.00	Total refunded to customer	\$

Request approved	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Date	/ /
Request approved for payment/rejected by:	(Metro Shop Senior)			

CRM Database Updated

Notes added to Customer Contract	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Date	/ /
<input type="checkbox"/> ID viewed by Metro Shop employee	<input type="checkbox"/> Online			

FINANCE

Amount		Processed by	
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METRO SHOP

Letter to customer	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Date	/ /
Copy of form to Finance	Yes / Date: / /	Processed by GC:		