

CONSUMER REFUND APPLICATION FORM

In compliance with FSA ELMI Licence requirements, this form is required to be completed in full by any consumer wishing to claim a refund or replacement of a Ukash voucher.

RETURN DETAILS

This form is required to be returned together with accompanying documents to the following address.

Company: Ukash – Consumer Refunds Department
Address: 5 – 7 Tanner Street
London
SE1 3LE
United Kingdom

CONSUMER DETAILS

Please note: The address indicated below will need to correspond with the proof of address. If payment is requested via cheque, the address below will be used for postage.

First Name	
Last Name	
Physical Address	Line 1
	Line 2
	Line 3
Postal Code	
Daytime Telephone Number	
Mobile Telephone Number	
Email Address	

VOUCHER DETAILS

	Voucher Number	Voucher Value	Voucher Currency
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			

Reason for Refund Request: _____
(Mandatory)

PROOF OF ID and ADDRESS

In order to process your claim successfully it is necessary to submit clear copies of the following documents together with this form:

- ✓ 1. Photo ID (Passport / Drivers License)
- ✓ 2. Proof of Address – no more than 3 months old (Utility Bill, Bank/Credit Statement) (**mobile phone bills NOT allowed**)
- ✓ 3. Copy of Original Ukash Voucher Receipt (not required for Ukash bought through UK Mobiles)

PREFERED PAYMENT

Please indicate your preferred option with a tick ✓ in the appropriate box

Cheque	
Wire	
(18+) Ukash Voucher	

Cheque**Cheques will be mailed to the same address as above****Wire Transfer**

Account Holder Name (Same as Above)	
Bank Name (MANDATORY)	
Account Number (MANDATORY)	
Sort Code / BIC (MANDATORY)	
IBAN (MANDATORY)	
SWIFT (NON UK ONLY)	

USER ACCEPTANCE

Ukash will levy a £2.00 charge for Cheque payments and a £4.00 charge for wire transfers, or the equivalent in the respective currency, in accordance with the Ukash Consumer Terms and Conditions. Please refer to www.ukash.com to view the Consumer Terms and Conditions.

Date:

Full Name:

Signature: