



## REFUND YOUR UKASH

**If you have unused Ukash vouchers there are several ways you can use them.**

You may wish to use your unused Ukash voucher to get a Ukash NEO virtual prepaid MasterCard or a UkashOut prepaid MasterCard®. With Ukash NEO you can pay everywhere MasterCard® is accepted online. The UkashOut card can be used to pay online and in shops and to withdraw cash at ATMs. Find out more about NEO and UkashOut at [www.ukash.com](http://www.ukash.com)

Ukash can also be used to send airtime to mobile telephones or to top-up credit on popular VoIP services and ewallets plus you can spend it at thousands of websites listed at [www.ukash.com](http://www.ukash.com)

It's also possible to Donate Your Ukash to any one of the charities and good causes listed at the Ukash website. Just go to the Toolkit and select Donate.

Alternatively you can request a refund.

### REFUNDING UKASH

In countries where Ukash operates under license from the Financial Services Authority you can request a refund for a Ukash voucher code if your Ukash is still valid and unused. Ukash issued in South Africa and Brazil CANNOT be refunded.

- Voucher codes must be unused at the time of the refund request
- Ukash will charge an administration fee for processing a refund
- The due amount will be paid directly into a bank account specified by you and held in your name

### GETTING A REFUND

You must:

- Complete the Consumer Refund Application Form attached
- Provide proof of your identity
- Provide proof of your address
- Provide the original Ukash vouchers (NOT copies)

To process your refund we need to see proof of your identity, proof of where you live and the Ukash vouchers to be refunded

If the total value of Ukash is **less than £1000** please send clear **COPIES** of the proof of identity and proof of address documents and the **ORIGINAL** Ukash vouchers. We recommend that you keep a copy of the vouchers.

If the total value of Ukash to be refunded is **more than £1000** please send **ORIGINAL** documents or **CERTIFIED COPIES**.

The Post Office provides an Identity Checking Service for the certification of copies of original ID documents. If sending original documents we recommend that you use Post Office 'Recorded Signed For' or 'Special Delivery' service. Original documents will be returned using a signed-for service.

**Failure to provide all the information requested will prevent the processing of your refund application**

### ADMINISTRATION FEES

6% of the face value of each voucher refunded, subject to a minimum charge of £2.50. See Ukash Consumer Terms and Conditions for more information.

# UKASH CONSUMER REFUND APPLICATION UK

**ALL BOXES MUST BE COMPLETED – PLEASE USE BLOCK CAPITALS**

*Failure to provide all the information will prevent the processing of your refund application*

**TITLE** (MR./MRS./MS./DR. etc.)

**FIRST NAME**

**LAST NAME**

**EMAIL ADDRESS**

**ADDRESS** *must be the same as on your proof of address document*

**POST CODE**

**TELEPHONE NUMBER 1**

**TELEPHONE NUMBER 2**

**VOUCHER NUMBERS**

**VOUCHER VALUE**

**TOTAL REFUND REQUESTED**

**REASON FOR REFUND**

# UKASH CONSUMER REFUND APPLICATION UK

## CUSTOMER SERVICES TICKET NUMBER

*if applicable*

## ACTION FRAUD OR POLICE REFERENCE

*if applicable*

## YOUR BANK DETAILS *Ukash will make all Customer Refunds by electronic bank transfer*

Bank Name

Account Number

Sort Code / BIC

IBAN

*IBAN code can be found on your bank statement*

Account Holder Name

*must be the same as on your proof of identity document*

## DOCUMENTS

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## DECLARATION

I confirm that I am the holder of the Ukash as defined in Ukash Terms and Conditions and request a refund of the value of the Ukash and agree to the deduction of the administration fee specified. I have enclosed the following (please tick):

Original Ukash vouchers

Proof of Identity/Photo ID

e.g. Passport, Driving Licence or National ID card

Proof of Address

e.g. Utility Bill or Bank/Credit Card Statement  
*- must be less than 3 months old*  
*- mobile telephone bills NOT allowed*

Signature:

Date:

 /  / 

## SEND YOUR APPLICATION

Please send this form & documents by post to Ukash:

**UKASH CONSUMER REFUNDS, PO BOX 66169, LONDON, SE1P 5TN**