



## REFUND YOUR UKASH

### 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** (or equivalent) 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** (or equivalent) please send **ORIGINAL** documents or **CERTIFIED COPIES**.

**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 (or equivalent). See Ukash Consumer Terms and Conditions for more information.

# CONSUMER REFUND APPLICATION INTERNATIONAL

**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*

**POSTAL  
CODE/ ZIP**

**TELEPHONE NUMBER 1**

**TELEPHONE NUMBER 2**

**VOUCHER NUMBERS**

**VOUCHER VALUE**

**TOTAL REFUND REQUESTED**

**REASON FOR REFUND**

# CONSUMER REFUND APPLICATION INTERNATIONAL

**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.*

**Please ensure you provide all the relevant information for international payments to be made.**

Bank Name

Account Number

Swift / Account Holding  
Branch No. / BIC / Sort  
Code

IBAN

Intermediary Institute ID  
*if applicable*

Account Holder Name

## 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, UNITED KINGDOM**