

## **HKUST Card e-Purse – Application for Refund**

**Notes:**

1. The remaining amount in the HKUST Card e-Purse is refundable
2. The HKUST Card e-Purse will be disabled after refund since it will not be used further.
3. Cardholders have to present their HKUST cards when they want to get refund.
4. For special cases when the card is not functioning (e.g. arising from chip error), it will take longer for the processing of the refund request.

**Application Procedure:**

Complete section I to III of this form and bring it together with the HKUST Card to the Finance Office cashier counter in person (Room 5401-5420, Lift 17-18).

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### **I. Cardholder Particulars**

Name: \_\_\_\_\_ Staff / Student ID No.: \_\_\_\_\_

Contact Telephone No.: \_\_\_\_\_ Email Address: \_\_\_\_\_

### **II. Application Details**

I would like to request refund of the balance in my HKUST Card e-Purse because I am going to leave HKUST on (date): \_\_\_\_\_

### **III. Declaration**

- I declare that the information given above is true and correct.
- I understand that the e-purse on my HKUST Card will be disabled after refund since it will not be used further.

\_\_\_\_\_  
Signature of cardholder

\_\_\_\_\_  
Date

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### **IV. Collection of Refund** *(to be completed upon collection)*

I acknowledge receipt of HK\$ \_\_\_\_\_ being refund of the balance remaining in my HKUST Card e-Purse.

\_\_\_\_\_  
Signature of cardholder

\_\_\_\_\_  
Date

**V. Finance Office Use Only**

Form received on: \_\_\_\_\_ by: \_\_\_\_\_

*For exceptional cases only:*

Card Bar Code: \_\_\_\_\_

*[Please tick as appropriate]*

- HKUST Card presented for refund does NOT function properly
- HKUST Card CANNOT be presented and it was blacklisted on date \_\_\_\_\_

*For the exceptional case above, the refund request is processed:*

- after a retention period
- immediately without a retention period (please specify reason in remark below)

Remarks: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

*The information provided on this form will be used for processing related to this application only*