



CLIPPER CANCELLATION FORM

CANCELLATION INSTRUCTIONS

Complete and submit this application with your Clipper card to cancel your card and receive a refund of any eligible transit cash value and unused transit passes or tickets. Your Clipper card will not be returned to you. Refunds are processed on a case-by-case basis according to the terms of the Clipper Cardholder License Agreement. All card cancellations require a \$5 processing fee. If the balance on your card is less than \$5, Clipper will not process your refund request or charge the \$5 processing fee.

Note: If you are requesting a refund for unused transit passes or tickets that were loaded to your Clipper card in error, cancelling your card is not necessary. Please contact Clipper Customer Service at 877.878.8883 to request a refund without cancelling your card.

- Only registered Clipper cards are eligible for refunds.
- Transit pass refunds are subject to transit agency approval.
- If your Clipper card has been loaded through a transit benefit program, the transit value is ineligible for a refund.
- Refunds will be mailed by check within 30 days of receipt of this form.

Step 1: CLIPPER CARD SERIAL NUMBER

Please enter the 10-digit serial number (including zeros) printed on the back of your Clipper card.

Clipper Card Serial Number _____

Step 2: CARDHOLDER CONTACT INFORMATION This information must match your card registration information.

First Name _____ Middle Initial _____ Last Name _____

Billing Address _____ Apt # _____ City _____ State _____ Zip Code _____

Mailing Address _____ Apt # _____ City _____ State _____ Zip Code _____
(if different from billing address)

Day Phone _____ Evening Phone _____ Email Address _____

Step 3: REASON FOR CANCELLATION

Please indicate why you are requesting a refund (check all that apply):

- Moving out of the area
 Change in transportation needs
 Not satisfied with Clipper program
 New job
 Bad service/transit operator
 Other (please explain) _____

Step 4: PAYMENT DETAILS AND CREDIT CARD AUTHORIZATION

Your credit card information is required for payment of the \$5 administrative fee for refund processing. You may also pay the processing fee by including a certified money order with this form, made out to: Cubic Transportation Systems.

Credit Card Type (check one): MasterCard Visa Discover American Express

Credit Card Number _____ Expiration Date (MM/YY) _____ Security Code _____

A total of \$5 will be charged to your credit card. Note: Please make sure that the billing address you provided above matches the billing address for this credit card or bank account. By signing, I indicate my agreement with the terms and conditions stated on this form and authorize the Metropolitan Transportation Commission or its agent, Cubic Transportation Systems, to transfer funds from the credit card account to pay fees as designated.

Signature _____ Date _____

Step 5: SUBMIT FORM **Be sure to include the Clipper card you want to cancel with this form.**

MAIL to: Clipper Customer Service, PO Box 318, Concord, CA 94522-0318

If you have any questions about your request, call Clipper Customer Service at 877.878.8883.

Please view the Clipper Privacy Policy at clippercard.com/privacy

FOR OFFICE USE ONLY: CSN _____ Date _____ CSR _____ Ref# _____