

# WEB REFUND FORM

## HOW TO OBTAIN A REFUND FOR THE NEW CARD AND FOR THE FARES REMAINING ON THE EXPIRED CARD

- Complete the form here below by filling out all required information
- Send in:
  - Your expired OPUS card or the one that is due to expire in less than 90 days
  - The original purchase receipt for the new card  
(If you have purchased a monthly CAM pass, an equivalent official receipt will be forwarded to you.)
  - This form duly completed
- Forward all documents to the following address: **STM**  
**CPO Box 248, STN Place d'Armes, Montréal QC H2Y 3G7**
- Allow 6 to 8 weeks to process your request
- The refund cannot be processed if the form is incomplete or if a document is missing

FAMILY NAME

FIRST NAME

ADDRESS

  

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APARTMENT

CITY

POSTAL CODE

Language preference for correspondence:  French  English

### YOUR REFUND WILL INCLUDE:

**The \$6.00 purchase price of the new card:** Two trips, valid within the regular transit network, loaded onto an occasional smart card.  
**Remaining fares on your expired card will be loaded onto an occasional smart card.**

Please note that postage fees will not be refunded.