

**Mersey Tunnels Account Holder Details**

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| --- | --- |
| **Date of Request:** | Click or tap to enter a date. |
| **Account Number:** | Click or tap here to enter text. |
| **Full Name:** | Click or tap here to enter text. |
| **First Line of Address:** | Click or tap here to enter text. |
| **Postcode:** | Click or tap here to enter text. |
| **Telephone Number:** | Click or tap here to enter text. |
| **Email Address:** | Click or tap here to enter text. |

**Account Closure**

Is this refund because you no longer need the account and want to close it?  Yes  No

**Refund Amount**

When requesting a refund from your Mersey Tunnel account please consider the number of journeys that you are likely to make through the tunnels and allow enough credit to cover these journeys.

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| --- | --- | --- |
|  | Pounds | Pence |
| **Enter your total refund amount >** |  |  |

**Bank Details**

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| --- | --- |
| **Name of Bank:** | Click or tap here to enter text. |

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| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Enter your bank account number >** |  |  |  |  |  |  |  |  |

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| --- | --- | --- | --- | --- | --- | --- |
| **Enter your bank sort code >** |  |  |  |  |  |  |

**Next Steps**

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| --- | --- |
| Email | Email your completed form to [**TFLOW@liverpoolcityregion-ca.gov.uk**](mailto:TFLOW@liverpoolcityregion-ca.gov.uk) |
| Daily calendar | Your refund can take up to **15** working days to fully process |
| Help | If you need support completing this document, you can visit a Merseytravel Centre or give us a call on 0151 330 1004 |

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| **For Office Use Only** | |
| **Refund request received (tick option below)** | |
| In person at a Merseytravel Centre | Over phone at Contact Centre |
| Via email from customer direct to T-FLOW | |
| **If in person, state which location:** | Click or tap here to enter text. |
| **Name of Officer who received request:** | Click or tap here to enter text. |
| **Date request was made:** | Click or tap to enter a date. |