



Mersey Tunnels T-FLOW Account Holder Details

Please type or write the required information in the boxes below:

Date of Refund Request	
T-FLOW Account Number *	
Full Name *	
First Line of Address *	
Town / City *	
Postcode *	
Telephone Number	
Email Address	

* Mandatory Information to Locate & Verify Customer Record

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 T-FLOW account please consider the number of journeys that you are likely to make through the tunnels and allow enough credit to cover these journeys.

Enter your total refund amount >

Pounds	Pence
<input type="text"/>	<input type="text"/>

Bank Account Details

Name of Bank:	<input type="text"/>
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Enter your bank account number >

Enter your bank sort code >

Next Steps



Email your completed form to TFLOW@liverpoolcityregion-ca.gov.uk



Please allow up to **10 working days** for your refund to be processed and credited to your bank



If you need support completing this document, you can find useful information and contact details online at merseytravel.gov.uk/help-and-support/