

Cancellation of Hallmark Credit/Prepaid card

1.1 Cardholder Form

First Name _____

Last Name _____

Address _____

City/State/Zip _____

Home Phone _____

Cell Phone _____

Email _____

Card Number _____

I would request my card be cancelled and any balance and deposit be refunded by:

- Cheque**
- Bank transfer**

If by bank transfer please give details:

Bank Name _____

Account number _____

Bank Address _____

Bank IBAN _____

Swift _____

The cheque or bank transfer must be in the name of the cardholder.

Applicants Signature _____

Date _____

REFUND PERIOD: In order to ensure all authorizations have cleared the Hallmark system there is a six month waiting period before the refunds can be processed. For those cards cancelled after the suspension of the MasterCard license that period will run from October 30, 2018.

1.1 Checklist for accepting the form

To accept the cancellation and refund request from the cardholder, all of the following checks must be verified. The cardholder must have in records (SILO) all the following documents. If the document upload date in the records are older than 1 year, Hallmark must request from the cardholder the document again.

1.2.1 Proof of Identity

Type of documents:

- Passport complete first page (including full MRZ - Machine Reading Zone).
- A Current National Identity card or document.
- A Current Driver's License - front and back.

Requirements:

- Good quality/resolution.
- Front and back.

Not acceptable:

- Image of visa.
- Expired document.
- Hidden data or poor quality.

1.2.2 Proof of Address**Type of documents:**

- Utility bill (Electricity(Fortis) Telephone, Water, Cable).
- Bank mail or bank statement.

Requirements:

- The name and the address must be visible.
- Documents - Requires to be no older than 3 months.
- Good quality and good resolution.

 1.2.3 Source of Funds**Type of documents:**

- Employment Letter.
- Pay slip.
- Business License.

CSR Name and Signature _____

Date _____