

## **Process of sending refund to PassportONE**

### **Option 1: Refund by cheque:**

- Clients to send a cheque for the amount to be refunded to the following address  
Family Service Toronto (Attn: PassportONE)  
355 Church Street  
Toronto, Ontario  
M5B 0B2
- Details to be included with the cheque:
  - a) Client code
  - b) Invoice Number (if any)
  - c) Refund Fiscal year
- Once the cheque is received, PassportONE will credit the client's budget.

### **Option 2: Refund by E-Transfer**

- Clients can send refund through e-transfer to the following email address:  
[PassportOneRefund@familyserVICEToronto.org](mailto:PassportOneRefund@familyserVICEToronto.org)
- In the message box within their banking app, Clients must provide the following details:
  - Client Code
  - PA Name
  - Refund Fiscal year

**Example – 12345-Family Service Toronto 19/20 refund**
- Once e-transfer is done, Clients to send the following details to their Passport Agency
  - Client Code
  - Refund amount
  - Invoice Number (if any)
  - Refund Fiscal year
- Passport Agency will forward the details to PassportONE.
- Once the transaction has been received, PassportONE will credit the client's budget.