

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 1Z8

- 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
- 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.