

[Your Name]
[Your Address]
[City, State, Zip Code]
[Email Address]
[Phone Number]
[Date]

Customer Services
Transport for London
4th Floor, 14 Pier Walk
London, SE10 0ES

Dear Customer Services,

Subject: Request for Oyster Card Refund

I hope this letter finds you well. I am writing to request a refund for my Oyster card, details of which are as follows:

- Oyster Card Number: [Your Oyster Card Number]
- Name on Card: [Your Name]
- Initial Load Amount: [Amount]
- Reason for Refund: [Brief Explanation]

I understand that the terms and conditions allow for refunds in certain circumstances, and I believe my situation meets those criteria.

Please find attached copies of all relevant documentation to support my request.

I would appreciate your prompt attention to this matter and look forward to receiving the refund at your earliest convenience.

Thank you for your assistance.

Sincerely,

[Your Name]

[Signature if sending by post]