



Terms and Conditions - Pre-Authorized Debit (PAD)

Cancellation: To cancel this PAD Agreement, you must provide written notice to the City of Edmonton's Program Office at least seven business days before the next scheduled pre-authorized debit withdrawal by mail or by email to etscustomerprograms@edmonton.ca.

Changes: To change any of your banking information, including changes to the bank or account from which your payment is to be taken, you must notify the Programs Office in writing at least seven business days before the next scheduled pre-authorized debit withdrawal, by email to etscustomerprograms@edmonton.ca.

Dishonoured Payments: It is your responsibility to ensure that there are sufficient funds in your account when we automatically withdraw the cost of the monthly Ride Transit Pass. Passes will not be sent out to participants if their monthly payment does not go through. The City will not reimburse you for any insufficient funds ("NSF") fees incurred. **If two payments are dishonoured due to insufficient funds in the same calendar year, then you will be removed from the automatic withdrawal and mailout program.**

Temporarily Stopping Withdrawals: If you wish to suspend your pre-authorized debit withdrawal, you must notify ETS Programs Office in writing at least seven business days before the next scheduled pre-authorized debit withdrawal. You are permitted to suspend only once per calendar year.

Monthly Payment: The pre-authorized debit withdrawal will automatically withdraw the cost of your Ride Transit monthly fee from your financial institution using the information you provided. This PAD Agreement will remain in effect until it is either terminated or suspended in writing by you or by the City due to recurring NSF payments.

Ride Transit Monthly Pass Validation: Ride Transit monthly passes are valid for use from the first day of the month until the last day of the month indicated on the pass and allow unlimited travel on regular ETS bus and LRT service. Passes may also be used on Disabled Adult Transit Service (DATS) if you are a registered [DATS](#) user. Only one monthly Ride Transit pass at the subsidized rate will be permitted per participant per month. Ride Transit monthly passes are non-transferable and intended for use by registered Ride Transit Program participants only.

City's Right to Terminate: In addition to the above, the City may terminate this PAD Agreement for any reason whatsoever by providing you with at least ninety days' prior written notice.

ETS does not replace lost or stolen passes.

This personal information is being collected under the authority of Section 33(c) of the Freedom of Information and Protection of Privacy Act. It will be used to provide you with a subsidized Ride Transit pass and for the administration of the Ride Transit pass program for AISH recipients, and is protected by provisions of the Freedom of Information and Protection of Privacy Act.

If you have any questions about the collection, use or disclosure of personal information by this program, you may contact ETS Programs Office at 780-496-8321.

Please retain these Terms and Conditions for your records