

Northeast Iowa Community Action Corporation (NEICAC)

Transit Refund Policy

Purpose

This refund policy outlines the conditions and procedures for obtaining a refund for prepaid fare accounts with Northeast Iowa Community Action Corporation (NEICAC) – Earl Public Transit.

1. Eligibility for Refunds

Customers may request a refund of the unused balance remaining in their prepaid fare account by completing the agency refund form, available at <https://neicac.org/programs/transit/>.

Refunds are subject to review and may be issued under the following circumstances:

- Relocation: The customer has moved outside the service area and can no longer utilize transit services.
- No Longer Need Services: The customer no longer requires public transit services.
- Incorrect Charge: The customer was incorrectly charged for services or paid an incorrect amount.
- Duplicate Payment: The customer paid for the same service more than once.
- Account Closure: The customer wishes to close their account and request a refund of unused funds.
- Other Situations: Unique cases may be considered at the agency's discretion.

Refunds will only be issued if services received are paid in full and it is determined that transportation is no longer needed.

2. Refund Request Procedure

- Complete the Refund Request Form.
- Provide supporting documentation as applicable (e.g., proof of address change, payment records, or explanation of charges).
- Submit the form and documentation via:
 - Email: transitinfo@neicac.org
 - Mail: Northeast Iowa Community Action Corporation (NEICAC), 305 Montgomery Street, PO Box 487, Decorah, IA 52101
 - Fax: (563) 382-3623

3. Administrative Fee

All refunds are subject to a 10% administrative fee, with a minimum charge of \$10.

Examples:

- A \$200 refund will incur a \$20 fee (10%).
- A \$50 refund will incur a \$10 fee (minimum).

Exceptions

In cases of documented system errors or agency-caused account issues, the administrative fee may be waived at the agency's discretion.

4. Processing Time

Refund requests will be processed within 30 days of receipt of a completed and approved refund request.

5. Refund Method

Refunds will be issued via check to the address provided on the refund form.

6. Contact Information

For questions regarding the refund policy or refund process, please contact:

- Phone: 866-382-4259
- Email: transitinfo@neicac.org
- Website: <https://neicac.org/programs/transit/>

7. Amendments to the Policy

NEICAC reserves the right to amend or update this refund policy at any time. Any changes will be posted on the NEICAC website and communicated to affected customers.