

GENERAL INSTRUCTIONS

1. **REGISTERED OWNER:** Finance will issue a refund of parking and/or camera violation overpayments to the registered owner of the vehicle within 30 days. The registered owner does not need to file this form to claim a refund of these overpayments. A check will automatically be generated and mailed to the registrant's address on file with the Department of Motor Vehicles.
2. **OTHER THAN THE REGISTERED OWNER:** If an individual other than the registered owner made payment, (s)he must complete this form to claim the refund. If payment was made at one of the Business Centers, you **must** attach a copy of the payment receipt.
3. **BOOT OR TOW REFUNDS:** You must complete this form to claim a refund. Refunds are not generated automatically. To avoid processing delays, be sure to include a copy of the receipt or payment voucher.
4. **CREDIT/DEBIT PAYMENT:** If you made the payment using a credit or debit card, you **must** include:
 - A copy of the payment receipt or confirmation number, and
 - A daytime phone number.

This information is necessary to process your credit/debit refund request. Your refund will generally be credited to your credit/debit card account. However, checks are sent for boot or tow refunds.

5. Please provide all information requested on this form, including your vehicle plate and violation numbers.

For Parking or Camera Violation Refund Inquiries,

Contact Finance at:

parkingrefund@finance.nyc.gov

Or

Call 311