

FAQ Passport Parking App Refunds

Updated: 2/16/2023



FAQ

Q: When will the City begin issuing Passport wallet refunds?

A: The City started issuing refunds on October 1, 2022 and will continue to process refunds until they are complete.

Q: What will be refunded?

A: The City will issue refunds for amounts paid, but not for promotional monies. Example: if you paid \$20 and received \$22 in wallet funds (\$2/promotional), you will be refunded \$20, not the \$2.

Q: How will you be refunded?

A: The City will refund the credit card associated with the Passport app account. If that is not possible, a check will be issued. Those who will be issued a check will be asked to verify email/phone, and provide their full name, address, city, state, and zip for a check to be sent.

Q: How will you receive communication from the City?

A: The City will be communicating with wallet customers through text, emailing from a City email address, or possibly a phone call.

Q: I received an email or text to contact My Spokane or 311 about a refund by check, is it legitimate?

A: Yes. The City is sending communication out to contact My Spokane at 311 or for outside city limits 509.755.CITY(2489). Please do not reply to the email but follow the directions and contact My Spokane.

Q: How much time do refunds take?

A: Refund time varies depending on whether the City can refund a credit card directly or if a check needs to be issued. Refunds will be processed as quickly as possible.

Q: Why did my balance over \$2 disappear?

A: Once a refund is issued, a wallet(s) will be adjusted down to \$0 to reflect that a refund is in process.

Q: Why is it taking so long for refunds to be processed, it has been a month since the wallet was taken down to \$0?

A: Passport completed bulk wallet refunds back to credit cards in November and took the wallets down to \$0; however, due to the volume not all were processed until February 2, 2023. The City worked as fast as possible to get the refunds processed.

Q: I received less than the balance in my wallet. Why?

A: If promotional funds (\$.01-\$2) are included in the wallet balance, promotional amounts are not eligible for refunds. Likewise, if you reloaded a wallet, each time you did that you received \$2 of promotional monies, so every reload of \$2 cannot be refunded if it was not used.

Q: I have/had less than \$2 left in one or more wallet(s), why aren't I being refunded?

A: Any amount less than \$2 is promotional and is not eligible for refunds.

Q: Can you move my wallet money in Passport to ParkMobile?

A: No. Passport and ParkMobile are separate companies, and the City does share personal information between the two companies.

Q: Does ParkMobile have wallets?

A: Yes, ParkMobile does have wallets.

Q: What if I have additional questions?

A: You can email parkingpayments@spokanecity.org.

RESOURCES

- Updates will be available on our website at Parking Services webpage: [Parking - City of Spokane, Washington \(spokanecity.org\)](#)