

FAQ Passport Parking App Refunds

Updated: 10/11/2022



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 December 31, 2022.

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 fill out a form and email parkingpayments@spokanecity.org.

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

A: If promotional funds (\$.01-\$2.00) are included in the wallet balance, promotional amounts are not eligible for refunds.

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: What about unused promotional funds?

A: The City will issue a digital code to park on-street with ParkMobile. The coupon will be given to customers directly and must be used by November 30, 2022.

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 \(spokanecity.org\)](https://www.spokanecity.org/parking)