

## CITY OF SEATTLE PARKING TICKET REFUNDS

### FREQUENTLY ASKED QUESTIONS

#### (1) When should I expect to receive my refund?

Parking Ticket Refunds will be issued starting the week of June 6, 2022. If you paid by credit or debit card or ACH transfer using the Municipal court's website or automated telephone system, your payment will be charged back to the payment card or account. Please allow time for the chargeback to occur. If your account has been closed, [contact the Third Party Administrator \("TPA"\)](#).

If you paid by cash, check, or money order, the TPA made refund payments to the registered owner of the ticketed vehicle, on or around July 18, 2022. To inquire about the status of your check or request a reissuance, email [Administrator@ParkingTicketRefund.com](mailto:Administrator@ParkingTicketRefund.com) or call (888) 589-0114.

#### (2) Can I get my refund in person?

No, refund payments will not be available in person. All refunds will be charged back to a payment card or bank account, or a check will be mailed.

#### (3) Which tickets are eligible for a refund?

Non-moving parking tickets issued from September 1, 2021 through April 5, 2022, by Parking Enforcement are eligible for a refund. Other tickets such as traffic tickets, or tickets issued by Seattle Police Officers are not included. If you're still unsure, check for tickets issued to your vehicle that are eligible for a refund.

#### (4) Are traffic camera tickets being cancelled and refunded?

No, traffic camera tickets were issued by the Seattle Police Department and are not eligible for cancellation or refund. Only non-moving parking tickets issued by Parking Enforcement from September 1, 2021 through April 5, 2022, are included.

#### (5) Do I have to file a claim for cancellation or to receive a refund?

No, you do not need to submit anything. The City has or will cancel all eligible, unpaid Parking Tickets. Refunds will be processed automatically, either by chargeback to the payment card or bank account, or by check to the payor or the vehicle's registered owner.

#### (6) I paid an eligible ticket by credit card; how will I get my refund?

Payments made by credit or debit card or ACH transfer using the Municipal Court's website or automated telephone system will be charged back to the payment method. For credit card payments, a credit will appear on the account as reimbursement for the eligible ticket(s). If the payment card or account has been closed since you paid your Parking Ticket, a check will be

mailed. If someone requested a hearing before paying, the check will be sent to that person; otherwise, it will go to the owner of the cited vehicle.

### (7) I paid an eligible ticket with a time payment plan. Will I get a refund? Will the \$4 plan setup fee be refunded?

All amounts applied toward payment of eligible tickets will be refunded to the payment card or by check to the person with the time payment account. The \$4 setup fee will be refunded in most cases, but may not be refunded if the eligible tickets were put on the plan at the same time as other tickets that are not eligible for refund.

### (8) I paid an eligible ticket by performing community service; will I get a refund?

All completed community service hours that were credited toward eligible tickets will be refunded by issuing a check to the person who set up the community service plan, at the rate that was active when the hours were received, up to the full amount of the ticket(s).

### (9) Why did I not get a refund?

If your ticket is eligible for a refund and you have not received a refund, here are some possible explanations why:

- (a) If you paid by credit or debit card or ACH transfer using the Municipal court's website or automated telephone system, your payment will be charged back to the payment card or account, unless the credit card or bank account has been closed. Please allow time for the chargeback to occur. If your account has been closed, [contact the TPA](#) to update your account or card information.
- (b) Most refunds of cash, check, or money order payments are being made to the registered owner of the ticketed vehicle because, in most cases, the name and address of the person who paid is not recorded in our systems. If you paid a ticket that was issued to a car you do not own, [contact the TPA](#) to update the transaction information.
- (c) If you paid by cash, check, or money order by mail or at a Customer Service Center and have moved since you last updated your vehicle registration address, your check may have been mailed to a previous address. The refunded payment was made to the registered owner associated with the license plate number. Check your registration information using the Dept of Licensing online change address feature at [wa.gov/vehicleregistration](http://wa.gov/vehicleregistration), or by calling DOL at (360) 902-3770. If your vehicle registration address is not current, [contact the TPA](#) to update your mailing address.

### (10) I'm not the registered owner of the vehicle and I never paid a citation, but I received this check. What should I do?

[Contact the TPA](#) to discuss how to handle or return the check if you do not believe you are eligible. Please have the check with you when you call.

**(11) I received a refund check, and I think it is for the wrong amount.**

Verify the amount paid toward your ticket(s) [by looking up your eligible ticket](#). If you still believe your refund amount is incorrect, [contact the TPA](#).

**(12) I paid an eligible ticket and I have moved since then; do I need to do anything to get my refund?**

If you have confirmed that your vehicle received a ticket and is eligible for a refund, [contact the TPA](#) and provide a current mailing address.

**(13) I paid an eligible ticket for a car I don't own; will I get a refund?**

- (a) If you paid by credit card, debit card, or by ACH transfer from a bank account using the Municipal Court's website or automated telephone system, a refund will be charged back to your payment card or account.
- (b) If you paid in person at Seattle Municipal Court, or if you mailed a check directly to the Court, you should receive a refund check.
- (c) If you paid at a Customer Service Center or by using the return envelope placed on the vehicle with the ticket, a refund check will probably be issued to the vehicle's registered owner.
- (d) If you don't receive a refund and paid a ticket that was issued to a car you do not own, [contact the TPA](#).

**(14) My car was towed; will I get a refund for any accompanying costs that I had to pay?**

A ticket is not required to tow an unlawfully parked vehicle. And any authorized agent of the Seattle Police Department may request a tow. At all times, the Parking Enforcement Officers were authorized agents of the Seattle Police Department for that purpose. Therefore, we are not processing tow refunds. Of course, that does not affect the rights a person has to a hearing to challenge the tow as provided in SMC Chapter 11.30.