



Titles Division Information Letter Compliance & Administration Branch

TITLES DIVISION

TITLES-10-09

SUBJECT: MANDATORY ONLINE REFUNDS THROUGH ePAYMENTS

With the implementation of ePayments, which became mandatory on July 1, 2009, came the ability to receive refunds online.

Testing of online refunds for transactions initiated through ePayments is now complete. As the next step towards streamlining administrative processes, the Ministry now requires all clients to utilize this online function.

All refunds will be directly deposited into clients' bank accounts. **This change will take effect October 1, 2010** and will apply to all refundable balances, regardless of the submission date.

Please complete and submit a signed original of the Direct Deposit for Refunds agreement prior to October 1, 2010.

The form is available for download from the User Authorization screen in ePayments, or from our website: <http://www.empr.gov.bc.ca/Titles/OGTitles/ePayments/Pages/default.aspx>.

For further information contact:

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