

## TRAA Refund Policy

Three Rivers Ambulance Authority (TRAA) does not routinely refund payments made on accounts whether by credit card, check, money order or other means unless the payment results in an overpayment for the account or a payment from insurance or another legally obligated party is received subsequent to the personal payment which results in an overpayment on the account. In the event of an overpayment, refunds may be requested by sending an email to [accounts.receivable@traa-ems.com](mailto:accounts.receivable@traa-ems.com). The refund request must include the patient's name, account number, date of service, payment type (check, credit card, etc.) and amount of refund requested.

Regardless of the amount of the refund requested, in no case will the refunded amount be more than the overpayment amount on the account. Chargebacks may result in a future prohibition against the use of credit cards for payment(s) for the current or future accounts.

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