

# Refund Request

Please be aware that submission of Refund Request does not automatically mean the request will be granted. It is subject to approval.

## Required Documents

A written request for refund on your business letterhead. Please include as many details about the circumstances as possible.

- **All customers requesting a refund MUST include in their request letter a statement that says “I am requesting a refund of \$xxx for Business Name and/or ID#**
- Check # or last 4 digits of the credit card charged
- Check/Credit Card Amount
- Transaction/payment date
- Purpose for the Check
- Was it Handled Priority/Expedite? Which one?
- Summary of Any Verbal or Written Communications Pertaining to This Transaction.
- Copies or screenshots of the statement displaying the duplicate transaction payments, or the front & back of a cleared check, would be helpful.

**PLEASE NOTE:** To protect yourself from identity theft, be sure to black out

- All but the last 4 digits of credit card #s
- Bank account # on check copies
- Social Security #s, Tax ID#s (EIN or FEIN)
- Birth Dates, etc.

**eMail request to:** [Laurie.Bakri@mt.gov](mailto:Laurie.Bakri@mt.gov)

**OR**

**Mail request to:** MT Secretary of State’s Office  
Attn: Supervisor of SOS-BSD  
PO Box 202801  
Helena, MT 59620-2801