Niagara Falls Bridge Commission

NEXUS/Toll Mail-in Refund Form

Date: _______________

Name on NEXUS card:

____________________________________________

Street Number 1: ______________________________

Street Number 2: ______________________________

City / State or Prov ____________________________

Zip Code/ Postal Code: __________________________

Phone # ______________________________________

Signature of Patron

____________________________________________

The following must be enclosed with this form:
1. Legible copy of your NEXUS Card showing patron’s picture.
2. Receipt issued by the NEXUS/Toll Enrollment Kiosk.

Absolutely no refunds will be issued without a valid receipt.

Mail to the address contained on the reverse of this form.

Mailing address:

In the U.S.
Niagara Falls Bridge Commission
5365 Military Road
Lewiston, New York 14092
Attention: NEXUS Refund

In Canada:
Niagara Falls Bridge Commission
PO Box 395
Niagara Falls, Ontario L2E 6T8
Attention: NEXUS Refund

Web address:
www.niagarafallsbridges.com

Need a Refund of your Prepaid Toll Charges?

Here’s how…

Niagara Falls Bridge Commission
716-285-6322 or 905-354-5641
There are two ways to get your Refund

1) Get your NEXUS/Toll Refund by mail

To get a refund of your prepaid toll balance from your NEXUS card just follow the steps below.

1. Complete the form on the reverse of this page, making sure all information is complete.

2. Attach your latest receipt from your visit to the NEXUS/Toll Enrollment Kiosk at Whirlpool Bridge. Absolutely no refunds will be issued without a valid receipt.

3. Attach a photo copy of your NEXUS Card making sure that your picture is legible.

4. Put all the information requested above in a stamped envelope addressed to:

   In the U.S.
   Niagara Falls Bridge Commission
   5365 Military Road
   Lewiston, New York 14092
   Attention: NEXUS Refund

   In Canada:
   Niagara Falls Bridge Commission
   PO Box 395
   Niagara Falls, Ontario L2E 6T8
   Attention: NEXUS Refund

When we receive your completed information we will verify that your NEXUS card picture sent to us matches the picture taken at the time of your enrollment into our system. If the pictures match and all your information is complete a refund will be issued within two weeks. You will be notified of any discrepancies.

OR

2) Visit our Office

Get your NEXUS/Toll Refund by visiting the Niagara Falls Bridge Commission Administrative Offices between the hours of 8 am and 4 pm Monday through Friday. For details see “Rules for Refunds.”

We are located at:
5365 Military Road
Lewiston, New York 14092

Or visit our website for directions:
www.niagarafallsbridges.com

Make sure you bring a receipt for the NEXUS/Toll Enrollment Kiosk and your NEXUS card. No Refunds will be given without a receipt.

Rules for Refunds

- Absolutely no refunds will be issued without a valid receipt.
- All refunds are made by check and mailed to the patron at the address given on the refund form within two weeks.
- No refunds will be made in cash.
- When the Niagara Falls Bridge Commission receives this form, the patron’s account will be closed.
- Once an account is closed it can only be reactivated at the Niagara Falls Bridge Commission Administrative Offices if the same NEXUS card is to be used.
- If an account is reopened the currency previously used (US/CDN) must be continued.