



Refund Request Form for a charge made in a case that's entitled for exemption under the upgraded rental plan "Ofra Plus"

Dear Customer,

Please mark your preferred way of contact:

Israel Post / Email (please write clearly a valid email address _____)

In case that nothing is marked – the documents will be sent via Israel Post

Personal Details

Surname _____ First Name _____ ID No. _____

Address _____ Phone No. _____

Ofra Reservation No. (Voucher No.) _____

Pick-Up Country _____ Car Supplier _____

Date of Event _____

Event Circumstances Description

(location of event, driver's identity, event circumstances, and car damage description)

Amount Billed _____ Currency _____

Amount Billed in NIS _____

Please attach the following (these documents must be attached to open the case)

- Ofra's rental voucher
- Rental agreement with the car rental supplier
- Damage assessment done by the car rental supplier
- Final invoice of the rental from the car rental supplier
- Confirmation that the payment has been made to the car rental supplier, with specific reference to the amount charged
- Copy of the driving license of the driver at the time of the event
- Request for bank transfer attached (the transfer will be made only if the entitlement of the customer / beneficiary to the refund is accepted)

Customer's Signature _____ Date _____

Request for Bank Transfer

I, the undersigned, hereby ask that Ofran Services Ltd. (with Shirbit) will pay me the amount I am claiming due the event that occurred on _____, by making a transfer to my bank account per the following details:

Name of account holder																				
											ID Number									
E-mail address for notification of the transfer:											Bank Name					Branch Name				
Account No.											Branch No.					Bank code				

Please attach a copy of a cheque from the account holder or confirmation of the details of the account from the bank.

I am aware that completing this form does not bind Ofran Services Ltd. Or Shirbit Insurance Ltd. to accept my claim and/or the amount being claimed.
I hereby confirm the waiver of any rights for future demand from the car rental supplier or any third party regarding any charge made by the car rental supplier for one or more of the events to Ofran.

_____ Name

_____ Date

_____ Signature

Notice of payment will be sent to the email specified on the first page of the form.

Fill this form and send it to ofran@harel-ins.co.il