

Dear Registrant,

TICO recently announced that travel agents and wholesalers **do not need to pay** their annual registration renewal fees or Travel Industry Compensation Fund payments (“Form-1”) owing to TICO between April 1, 2020 to March 31, 2021. The renewal forms and the Form-1 disclosing the gross sales **(with zero payment)** are still required to be submitted by the due date.

To process refunds **for those who have already paid**, TICO has partnered with WAYPAY, a Royal Bank of Canada (RBC) secure electronic payment processing platform. In the next 2 weeks you can expect to receive via email a WAYPAY Electronic Payment Notification asking you to provide the account details so that we can process your refund.

Please enter your **TICO Registered General Account** information if you wish to be refunded electronically through WayPay. **Please note that if the general account information you enter through WAYPAY does not match our records, the refund will not be processed to this account and you will be contacted by one of our team members with further instructions.** This will minimize the potential risk of the refund being made to an unauthorized account.

The look of this electronic payment notification will appear in your email as shown in the picture below **(note this is just an image, and an actual request with a live link will be sent in a separate email from TICO within the next two weeks):**



Payment Notification from TRAVEL INDUSTRY COUNCIL OF ONTARIO

In an effort to accelerate payment and reduce costs, TRAVEL INDUSTRY COUNCIL OF ONTARIO would like to pay you electronically. TRAVEL INDUSTRY COUNCIL OF ONTARIO has partnered with WayPay to automate and streamline the payables process ensuring secure payments to you going forward.

Please click the button below to enter the secure WayPay environment. You will be prompted to provide information required to set up direct deposit for all future payments made to you by TRAVEL INDUSTRY COUNCIL OF ONTARIO.

CLICK TO PROVIDE PAYMENT DETAILS

[Privacy & Security Policy](#)

Should you choose not to update your payment information you will still receive payment. However, we may be required to pay you via cheque.

If you do not provide payment details within two weeks of receiving the WAYPAY link, as pictured above, we will process your refund via cheque that will be mailed to you at the address we have on our records.

We understand that you may have additional questions relating to your registration renewal fees and Travel Industry Compensation Fund payments. TICO is operating remotely, but we are here to assist you. **Any questions can be directed to tico@tico.ca or toll free at 1-888-451-TICO (8426).**

Sincerely,

Sanja Skrbic, Director Finance and Financial Compliance