

## **Montrose Recreation District**

### Updated Refund Procedures

This document outlines the updated refund process for the Montrose Recreation District (MRD) as of October 2, 2024. The new system aims to enhance safety, security, and efficiency by processing all refunds electronically via Alpine Bank. Here's a summary of how it works:

1. **Refund Request:**
  - Patrons can request a refund at the MRD front desk or through the program coordinator.
  - Once approved, the patron will receive a refund receipt detailing the refund amount, the email on file, and their Household # from the MRD RecTrac system.
2. **Email Notification from Alpine Bank:**
  - MRD will initiate the refund process, and the customer receives an email from Alpine Bank.
3. **Security Code Entry:**
  - For security, customers will be asked to enter a security code.
  - The security code is the last four digits of their MRD RecTrac Household #, which can be found on the refund receipt.
4. **Account Details Entry:**
  - Once the code is verified, customers will be prompted to enter their account and routing numbers for the account where they wish to receive the funds.
5. **Refund Transfer:**
  - Funds will be transferred electronically to the customer's account within 7 business days.

For any questions or further assistance, customers can contact **Melissa Lords, Accounting Specialist** at **970-497-8584** or **[melissa@montroserec.com](mailto:melissa@montroserec.com)**.