

## Payment

Under the *Yukon Land Titles Act, 2015*, the Land Titles Office is required to receive payment for services before providing any service.

Customers may pay fees by setting up a prepaid account with the Land Titles Office. There will not be a minimum balance required to maintain your prepaid account. However, to open your account, a payment or authorization for payment of \$25.00 minimum will be required. Once your prepaid account is open, you will be able to log on to the Yukon Land Titles Registry to 'top up' the amount held in your prepaid account. The balance you keep in your account will be entirely at your discretion. For more information about how to open a prepaid account, refer to the [User Account Administration Manual](#).

As well, customers can pay fees by cheque payable to the Government of Yukon, submitted with your search request or registration application, or by credit card. Since we must ensure that credit card transactions are Payment Card Industry Data Security Standard-compliant, we will not accept credit card information by email or fax. Credit card transactions must be processed in person at a point-of-sale terminal in the Land Titles Office or, if necessary, manually by Land Titles staff into the point of sale terminal while you are on the phone with staff.

## Customer Refunds

If you have paid registration or assurance fund fees where the calculation of fees owing was based on your clerical, typographical or similar error, or where fees were paid or overpaid as a result of an error in the calculation of fees by Land Titles staff, you are entitled to a refund equal to the fees paid or overpaid in error.

You may request a refund by telephone or by email. You will be asked for your Land Titles receipt number or packet number.

The Land Titles Office may require written notice of a claim for refund if your request for a refund occurs more than 30 days after payment or overpayment of the fees.

After you submit a request, we will contact you if we need more information and to update you on the status of your request.

If you have a prepaid account with the Land Titles Office, the refund will be credited to your prepaid account.

If you used a credit card to pay, we will issue a refund to the same credit card.

If you used a debit card to pay, refunds can only be processed as in-person (card present) transactions. If we can't refund your payment to your debit card, we will issue a cheque payable to the person named on the debit card.

If you paid by cheque, we will issue a cheque for the refund once your cheque has cleared. Your cheque will usually take 10 business days to clear.

If you paid by cash, we will require you to come in to the Land Titles Office to receive the funds. You will be asked for identification to prove that the refund is being paid to the same person who made the initial payment. You will be asked to sign a receipt for the cash paid to you.

All refunds up to \$10,000 must be approved in advance, in writing, by a Deputy Registrar of Land Titles. All refunds over \$10,000 and up to \$25,000 must be approved in advance, in writing, by the Registrar of Land Titles. All refunds over \$25,000 must be approved, in writing, by the Deputy Minister of the Department of Justice.

Refunds can take up to 30 days to process.