



Happy Returns Identification Plan

Protect your valuables in the event of loss while travelling on OC Transpo buses

Did you know that only 30% of an estimated 27,000 lost items on OC Transpo buses are claimed each year? The majority of items cannot be returned to customers because Lost & Found cannot identify the owners.

HAPPY RETURNS Identification Plan helps customers protect their items in the event of loss on OC Transpo buses.

For only \$10, OC Transpo customers can purchase coded labels and cards which can be placed on bus pass photo ID cards, cell phones, purses, wallets, umbrellas, musical instruments, backpacks etc. Happy Returns customers are confidentially registered at the Lost & Found office. When a registered item arrives at the Lost & Found office, the owner will be called immediately.

There is no guarantee that an item belonging to a Happy Returns customer will be returned. However over 75% of lost items are returned to the Lost & Found office, so the chances are high that your item will be returned.

How do I become a Happy Returns member? Simply complete the application below and mail it to our office.

OC Transpo Lost & Found is proudly administered by Heartwood House: Au coeur de la vie.

Happy Returns Application Form

P l e a s e p r i n t

Last Name:	_____		
First Name:	_____	Middle initial:	_____
Address:	_____	City:	Postal Code
& Home: ()	& work: ()	& Cell:	
Email address:	_____		
Adult Pass <input type="checkbox"/>	Student Pass <input type="checkbox"/>		
Signature:	_____		
	Date completed:	_____	

Return application to Heartwood House: Au cœur de la vie 153 Chapel Street, Ottawa, Ontario K1N 1H5
(make \$10 cheque payable to Heartwood House: Au cœur de la vie)

How long will it take to receive my Happy Returns labels and cards? Lost & Found staff will contact you as soon as your application is received. Please allow 10 business days for your cards and labels to be processed and mailed to you.

Information:

Call Maureen Moloughney at 613-563-4011 or Heartwood House: Au coeur de la vie at 613-241-5937