



City of Johannesburg
Rea Vaya

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a world class African city

REA VAYA PENALTY APPEAL FORM

Section 1: Customer Details			
Date		Centre/ Station Name	
Time			
Surname		First Name	
Contact Number		E-mail Address	
Card Number			
Section 2: Card Enquiry			
Reason	Date of Incident	Time of Incident	Journey (travel From – To) e.g. Chris Hani & Ndaba to Empire & Queen
Fare Correction due to Penalties or Incorrect Fare Charged			
Provide any additional information relevant to the complaint			
Please note the following:			
<ul style="list-style-type: none"> - The query will take no more than 7 days to resolve at the Head Office - Queries older than 3 months will not be accepted - All balance transfers will be effected within 30 days - The total cost of the journey travelled will be deducted when fare corrections are processed 			
Customer Signature		Date	08.07.13