

# Application for replacement of card and transfer of value

OFFICIAL USE

Date stamp

Please print clearly using block letters

## 1. Passenger details

Title	<input type="text"/>	Name	<input type="text"/>	Surname	<input type="text"/>
Email	<input type="text"/>	ID/Passport number*	<input type="text"/>		
Cellphone	<input type="text"/>	Landline	<input type="text"/>		

\*This information will only be used for identification, and will not be shared or used for any other purpose.

## 2. Card details Please provide details of the myconnect OR single-trip card that you wish to replace

myconnect card number	<input type="text"/>	myconnect expiry date	<input type="text"/>	
Single-trip card number	<input type="text"/>	Single-trip Airport	<input type="text" value="YES"/>	<input type="text" value="NO"/>

## 3. Application type Please tick the correct option below

<b>Replace faulty card</b> <input type="checkbox"/>	<b>OR</b>	<b>Replace expired/expiring card</b> <input type="checkbox"/>
<ul style="list-style-type: none"><li>Your replacement card will be issued immediately.</li><li>If the issue is due to a system fault, your replacement card will be issued at no cost. If the card has been physically damaged, the cost will be as per the tariff.</li><li>Value will be transferred immediately. If the card cannot be read, please allow up to 10 working days.</li></ul>		<ul style="list-style-type: none"><li>Your replacement card will be issued immediately.</li><li>The cost of replacing an expired or expiring myconnect card is as per the tariff, unless otherwise stated for marketing or promotional purposes.</li><li>Value will be transferred immediately where possible, and may otherwise take up to 10 working days.</li></ul>

## 4. Declaration If the applicant is under 18 years, this form will need to be signed by a guardian

I, the undersigned, understand that providing untrue information constitutes fraud and certify that the information provided is true in all respects.

Signature of applicant or guardian \_\_\_\_\_ Date \_\_\_\_\_

## For official use only Date stamp required by cashier

Cashier name	<input type="text"/>	Cashier signature	<input type="text"/>			
Location/station	<input type="text"/>	Date	<input type="text"/>	Time	<input type="text"/>	
Replacement card no	<input type="text"/>	Replacement receipt no	<input type="text"/>			
A. Faulty card chip — replacement card [R0.00]	<input type="text"/>	E. Expiring card — replacement card [as per tariff]	<input type="text"/>			
B. Faulty card aerial — replacement card [R0.00]	<input type="text"/>	F. Expired card — replacement card [as per tariff]	<input type="text"/>			
C. Damaged card chip — replacement card [as per tariff]	<input type="text"/>	G. Faulty single-trip card — replacement card [R0.00]	<input type="text"/>			
D. Damaged card aerial — replacement card [as per tariff]	<input type="text"/>	H. Damaged single-trip card — replacement card [as per tariff]	<input type="text"/>			
Mover Points transfer completed	<input type="text" value="YES"/>	<input type="text" value="NO"/>	<input type="text" value="N/A"/>	Card sales receipts attached	<input type="text" value="YES"/>	<input type="text" value="NO"/>
Monthly Pass transfer completed	<input type="text" value="YES"/>	<input type="text" value="NO"/>	<input type="text" value="N/A"/>	PIN changed	<input type="text" value="YES"/>	<input type="text" value="NO"/>
Transfer receipt/s attached	<input type="text" value="YES"/>	<input type="text" value="NO"/>	<input type="text" value="N/A"/>			
Infobox loaded	<input type="text" value="YES"/>	<input type="text" value="NO"/>				

## Customer slip Cashier to complete, tear off and hand slip to passenger

Passenger name	<input type="text"/>	Station submitted	<input type="text"/>	Date	<input type="text"/>
Cashier name	<input type="text"/>	Cashier signature	<input type="text"/>	Time	<input type="text"/>
Original card number	<input type="text"/>	Replacement card number	<input type="text"/>		

\* Passengers should keep this tear off slip as proof of submission and use surname as reference for enquiries.

\* Passengers will receive communication from the Transport Information Centre on any outstanding transfers.