

IMPORTANT INFORMATION

- Refund requests are subject to an administration fee of \$25.
- Balance transfers are subject to an administration fee of \$10.
- Please print in dark ink and block letters.
- The MyWay card must be securely attached to this form in the space provided, and surrendered with this application.
- Please mail to Public Transport Customer Service Team, GPO 158, Canberra, ACT 2601

Section 1 - Applicant Details

MyWay Card No.

Title: _____ Surname: _____ Given Name(s): _____
 Date of Birth: _____ Male Female
 Address: _____ Suburb: _____ State: _____ Postcode: _____
 Phone Number: () _____ Email: _____

I would like to be notified via email about ACT Public Transport news, updates and important service information.

Section 2 - Refund Details

I wish to request a (select one):

Balance transfer. Please transfer my remaining travel credit to the following MyWay card (the card receiving any travel balance transfer must be registered to ensure it is granted to the correct person):

MyWay Card Number: _____

MyWay Card Holder: _____

Refund. Please refund my remaining travel credit to:

Reason for refund: _____

Parent/guardian authorisation for school students.

Name: _____

Signature : _____ Date: / /

My bank account

Account Name: _____

BSB: _____ Account Number: _____

By cheque mailed to:

Address: _____

Section 3 - Declaration and Consent

The use of the MyWay card is subject to terms and conditions and privacy statement as outlined at www.transport.act.gov.au. If you do not have access to the internet, please call 13 17 10 to have a copy mailed to you. By completing this form you agree to these terms and conditions and privacy statement and authorise the collection of personal information for the provision of services when you enter into an agreement to purchase or register MyWay smartcards, conduct transactions on the MyWay system or apply for concessionary travel entitlements and allowances. The legal authority to regulate public transport services is under the Road Transport (Public Passenger Services) Act 2001. The collection, storage, use and disclosure of personal information is undertaken in accordance with the Commonwealth Privacy Act 2014. Information collected will only be used for the intended purposes or where the disclosure or use of that information is authorised by law. Disclosure of personal information may include, but not be limited to, disclosure of travel behaviour to law enforcement agencies such as the Australian Federal Police conducting criminal investigations, customer information to third parties involved in managing the MyWay system and government agencies that manage concession entitlements for which passengers may be eligible.

I understand that:

- I will be required to purchase a new MyWay card should I wish to continue with MyWay,
- refund requests are subject to an administration fee of \$25,
- balance transfers are subject to an administration fee of \$10,
- to claim a refund my MyWay card must be surrendered with this application and securely attached ,
- this request may take up to 28 days to process.

MyWay reserves the right to reject any claim for a refund or balance transfer if you have not complied with the MyWay conditions of use or if we suspect that an offence under any law may have been or may be committed.

I hereby give my consent for MyWay to adjust the stored value balance on my MyWay card as indicated on this form.

Name: _____

Signature of Applicant: _____

Date: / /

Affix MyWay Card Here.
(Do not glue or staple)

Office Use Only	
Date Received: / /	Date Processed: / /
Processing Officer: _____	
Administration Fee: _____	Card Balance: _____
Amount to be Transferred/Refunded: _____	
Delegate: _____	