



Application for Replacement myki

General Information

You may use this form to apply for a replacement myki.

Anonymous myki cardholders

Anonymous mykis can only be replaced if the card is:

- Damaged
- Defective
- Expired

An administration fee of \$9.80* may apply to replacement mykis. Please provide us with valid credit card details in Section E in order for your application to be promptly processed.

An anonymous myki cannot be replaced if it is lost or stolen. You will need to purchase a new myki.

Registered myki cardholders

You can apply for a replacement myki if your card is:

- Damaged
- Defective
- Expired
- Lost or stolen

If you haven't already done so, you must report your lost/stolen registered myki immediately by visiting myki.com.au or calling 13 6954 (13 myki) to guarantee balance protection. This will protect your myki from misuse. Once reported, complete and post this form. Be sure to provide us with your myki card number.

The administration fee of \$9.80* may apply to replacement mykis. Please provide us with valid credit card details in Section E in order for your application to be promptly processed.

Transferring your myki balance to your replacement myki

All mykis will have the remaining myki money balance and/or remaining myki pass transferred to the replacement myki. The replacement myki will be posted to you within 7 working days of the receipt of your application.

Post this form to:

myki mailbox
GPO Box 4318
Melbourne VIC 3001

Please allow up to 7 working days to receive your new card.

If you have any questions, please call 13 6954 (13 myki).

*GST inclusive

Section D: Privacy Notice and Declaration (Please read and sign)

The account holder or cardholder ('you') will generally be able to access your personal information. If personal information sought by TTA ('we' or 'us') is not provided, we may not be able to fulfil your request. For further information about privacy and on rights of access to personal information, visit myki.com.au or call 13 6954 (13 myki).

Anonymous Cards: Personal information you provide is collected by or on behalf of Public Transport Authorities# for the purpose of fulfilling your request, and will be used and disclosed only for this purpose.

Registered Cards: Personal information provided by or about you or generated by using the Card is collected by Public Transport Authorities# to issue and administer the Card and relevant entitlements.

Personal information held by Public Transport Authorities may be used or disclosed (including to each other) for the operation of myki; to verify entitlement to concession travel; for ticketing enforcement; in emergencies; otherwise as required or authorised by or under law; or with your consent. A cardholder's personal information may be disclosed to an account holder.

I hereby apply for a replacement myki and declare that the information I have given in this form is true. I have read the Privacy Notice.

If you are aged 16 years and under, a parent or guardian must sign on your behalf.

Signature of **cardholder, account holder or Legal Guardian/Agent** for applicants unable to sign (must be aged 17 years and over)



Date

Public Transport Authorities means TTA, the Department of Transport and any agent, contractor or delegate of TTA or the Department of Transport including Metlink and public transport operators.

Section E: Credit Card Details (Please complete)

Credit card details must be provided for an application to be processed. The administration fee of \$9.80* may be debited for replacement mykis.

Credit card type

Visa Mastercard

Name on credit card

Credit card number

Expiry on credit card

Signature of **credit card holder**



Date

Section F: myki Office Use Only

Date

Location of lodgement

Name of staff member

Reason for replacement application

Damaged Defective Expired Lost/stolen

Technical failure type (Kamco Office Use Only)

Chip Card body Graphic Antenna

*GST inclusive