

January extended track closures - impacts all lines



View our [service notice](#) for more information.

[Home](#) / [Tickets and fares](#) / Contactless payment support

# Contactless payment support

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Need help with travel using your debit or credit card? Try our Ticketing Assistant to view your trip history or request a fare adjustment, view frequently asked questions (FAQs) about Smart Ticketing, or contact us for support.



## Translink Ticketing Assistant

The Translink Ticketing Assistant is a new tool we're trialling as part of Smart Ticketing. If you travel using a contactless Visa, Mastercard or American Express debit or credit card, including those linked to a digital wallet, this tool can help you to:

- View your trip history
- View your fares
- Request a fare adjustment if something doesn't look right

To request a fare adjustment, you will need to provide details of your bank card used, the date, time and destinations of your travel, and your contact details. Your details will be protected with a secure connection, using the same high-security standards used by banks.

**Note:** each time you access your activity, a temporary hold of \$0 or 10c may appear on your bank statement. This is a pre-authorisation to verify your card details. How long it remains on your statement depends on your bank.

[Launch the Assistant](#) 

This will open the Assistant in a new window.

## Privacy notice

The Translink Ticketing Assistant may collect personal information, including your name, contact details and credit card information for the purposes of fare adjustments. All personal information is managed in accordance with our obligations under the Information *Privacy Act 2009 (Qld)*. For more information, please visit our [Privacy Policy](#)

## Smart Ticketing FAQs

Learn more about using your contactless debit or credit card to pay for travel, including:

- How to know if you tapped on and off correctly
- How fares are calculated, and how they'll appear on your bank statement
- How to use the Translink Ticketing Assistant

[Visit FAQs](#)

## Contact us

Call our friendly team on 13 12 30 – we're available 24/7.

You can also use our feedback form if you have a question, complaint or want to bring something to our attention.

We look forward to hearing from you.

[Contact us](#)

## Related links

- [Smart Ticketing terms and conditions](#)
- [Manage go card online](#)

## Was this page helpful?

☐ Yes ☐ No

[Send feedback](#)

## Get in touch

We are available to answer your questions and help you with travelling on public transport across Queensland.

[Call us on 13 12 30, 24 hours a day](#) | [Feedback form](#) | [More options](#)

## Information in your language

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## Connect with us



