

Replacement myki Form

Use this form if you need to replace a **damaged, defective, lost or stolen** myki.

If you are deaf, or have a hearing or speech impairment, contact us through the National Relay Service:

- TTY users phone 133 677, then ask for 13 6954 (13 myki).
- Speak and listen users phone 1300 555 727, then ask for 13 6954 (13 myki).

If you need an interpreter:

- Call the Translating and Interpreting Service (TIS National) on 131 450 and ask for 13 6954 (13 myki).

Post this form with your myki (unless lost or stolen) to

myki Mailbox
Reply Paid 4318
MELBOURNE VIC 8060

(No stamp required)

Please allow up to 10 days to receive your new card if posting this form.

Or lodge this form with your myki (unless lost or stolen) at

- The myki discovery centre at Southern Cross Station
- The MetShop (Melbourne Town Hall, corner of Swanston and Little Collins Streets)

Visit myki.com.au for location details.

It's easy to learn more about myki

Visit myki.com.au

Call **13 6954 (13 myki)**



General Information

You should use this form when obtaining a replacement myki. Your replacement myki must be the same type as your original myki (e.g. full fare, child, concession, senior).

Please remember to submit your myki (unless lost or stolen) with this form.

The table below shows whether you are eligible to apply for a replacement myki.

If your original myki is:	Anonymous	Registered
Damaged	✓	✓
Defective	✓	✓
Lost/stolen	X*	✓^

* If your myki is anonymous, you cannot apply for a replacement myki if it is lost/stolen. You must purchase a new myki.

^ If your myki is registered, you must report it lost/stolen immediately by visiting myki.com.au or calling 13 6954 (13 myki) to protect your myki balance.

If your myki holds a myki pass, it will be suspended from the time you report it as lost or stolen, or when we receive this form. Once your pass has been transferred to your replacement myki, your myki pass will start again the next time you touch on.

If you require a new myki because your travel entitlement has changed, please do not use this form. For example, if you currently travel using a full fare myki and have since become eligible for a seniors myki, you must visit a Premium Station or the MetShop to exchange your existing myki for the correct myki. Exchanging is free. You may then apply for a full refund of the balance of your original myki using a Refund & Reimbursement Form. This does not apply to any customer who has been issued a Free Travel Pass or concession myki containing a student pass as these are replaced on an annual basis.

Important note for students

Students requiring a replacement Student Pass must complete the replacement application process at the location where they originally purchased their Student Pass.

You can obtain more Replacement myki Forms by visiting myki.com.au or by calling 13 6954 (13 myki).

How to obtain a replacement myki

If your myki is damaged or defective:

To get your replacement myki, complete this form and either post it to the myki Mailbox or lodge it at one of the other locations listed. You will need to **post or lodge your myki along with this form**. Your replacement myki will be sent to you within 10 days of receiving your application. Until your replacement myki arrives, please use short term tickets to travel.

If your current myki is registered, your replacement myki will be automatically registered once this form is processed.

If your myki is lost or stolen:

If your registered myki has been lost or stolen, please report it immediately at myki.com.au or by calling 13 6954 (13 myki) to guarantee balance protection.

You can choose to either complete this form and post it to the myki Mailbox or lodge it at one of the other locations listed. A replacement myki will be sent to you within 10 days of receiving your application. Alternatively, if you have a credit card, you can also make the request by calling 13 6954 (13 myki).

If your current myki is registered, your replacement myki will be automatically registered once this form is processed.

Administration fee

An administration fee of \$9.80 applies to some card services including requesting a replacement myki or balance transfer. There is no administration fee if your myki is defective. Please visit myki.com.au for details on when the \$9.80 fee applies.

If you are posting this form, please fill in your credit card details in Section C to make a payment. **If you are lodging this form**, you can pay by cash, EFTPOS or credit card.

Will my balance be transferred to the replacement myki?

If you post this form, you will receive your replacement myki in the mail. Any remaining myki money and/or myki pass days will be transferred to your new myki, so it's ready to be used as soon as it arrives.

If you lodge this form at a staffed train station ticket office, the MetShop or myki discovery centre at Southern Cross Station, your remaining balance will be transferred to your replacement myki once the form is processed. This may take up to 10 days to be transferred.





- Place a cross **X** within the appropriate box when selecting an option.
- Please use **BLACK INK** and print within the boxes using **CAPITAL LETTERS**.

Is your registered myki lost or stolen?

Report it immediately at myki.com.au or by calling 13 6954 (13 myki) to guarantee balance protection. Then complete and lodge this form to receive your replacement myki as soon as possible.

Section A: Customer Details

Title (Mr, Mrs, Miss, Ms, other)

□ □ □ □

Given name

[illegible]

Family name

[illegible]

If your myki was not registered, please skip to Postal Details.

Title (Mr, Mrs, Miss, Ms, other)

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Given name

[illegible]

Family name

[illegible]

Postal Details

Unit number

□ □ □ □

Street number

□ □ □ □

P0 box number

PO box number

Street name

[illegible]

Suburb/town

[illegible]

State

□ □ □

Postcode

□ □ □ □

Daytime phone number (with area code)

[illegible]

Mobile number

[illegible]

Email address (Please complete using CAPITAL LETTERS. If the email address is too long for one row of boxes please make use of the second row provided)

[illegible][illegible]

Preferred Method of Contact (Please choose at least one)

X

Telephone

Email

Section B: Applying for a Replacement myki

[illegible]

The 15-digit card number can be found on your myki.

PLEASE SUBMIT YOUR MYKI WITH THIS FORM, UNLESS IT IS LOST OR STOLEN.

☒ Damaged/defective ☒ Lost ☒ Stolen

Date

YOU CANNOT APPLY FOR REPLACEMENT OF AN ANONYMOUS MYKI IF IT IS LOST OR STOLEN. YOU MUST PURCHASE A NEW MYKI.

Section C: Credit Card Details (Only required of you are posting this form)

Credit card details must be provided if you are posting this form to the myki Mailbox. In some cases, the administration fee of \$9.80 may be debited for a replacement myki. There is no administration fee if your card is defective.

Credit card type ☒ Visa ☒ MasterCard

[illegible]

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M	M	Y	Y
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credit card holder please sign

DD MM YY YY

Section D: Privacy Notice and Declaration

The account holder or cardholder ('you') will generally be able to access your personal information. If personal information sought by the Transport Ticketing Authority (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.

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.

I apply for a replacement myki and declare that the information I have given on this form is true.

I have read the Privacy Notice.

please sign

DD MM YY YY

Section E: myki Office Use only

Date

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
D	D	M	M	Y	Y	Y	Y		

Location of lodgement

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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Name of staff member

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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Reason for replacement application

<input checked="" type="checkbox"/> Damaged	<input checked="" type="checkbox"/> Defective	<input checked="" type="checkbox"/> Lost	<input checked="" type="checkbox"/> Stolen
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myki replaced

Yes	<input checked="" type="checkbox"/> Y	No	<input checked="" type="checkbox"/> N
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Replacement myki PAN

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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Administration fee (\$9.80) paid

Yes	<input checked="" type="checkbox"/> Y	No	<input checked="" type="checkbox"/> N
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Technical failure type (Kamco Office Use Only)

<input checked="" type="checkbox"/> Chip	<input checked="" type="checkbox"/> Card body	<input checked="" type="checkbox"/> Graphic	<input checked="" type="checkbox"/> Antenna	<input checked="" type="checkbox"/> Other
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Section F: Replacement myki Customer Receipt

Customer, please separate and retain. Enquiries: please call 13 6954 (13 myki).

Damaged or defective myki card number

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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The 15-digit card number can be found on your myki.

Date

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
D	D	M	M	Y	Y	Y	Y		

Location of lodgement

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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