

**From:** Railcard Help railcardhelp@atoc.org  
**Subject:** Thank you for your order  
**Date:** 13 June 2019 at 22:50  
**To:** twutang17@gmail.com

RH



Hi Tim Hung,

RAILCARD REF NUMBER: 08ZMA2071991821

DOWNLOAD CODE: T3VCP9

Thank you for purchasing your digital 16-25 Railcard!

To add your digital Railcard to your smartphone, you will need to:

1. Download and install the Railcard app from either the [Google Play Store](#) or the [Apple Store](#)
2. Enter your download code in the 'Add Railcard' Screen - T3VCP9

### Code Expiry

Your download code is valid for 10 days from now so we would recommend adding it to the app as soon as you can.

If you don't add it within 10 days you can get another download code by going online at <https://secure.16-25railcard.co.uk/login-or-register>, logging in, selecting the "Manage your Railcard" button and then by clicking on "Get a new download code." The new code will be valid for 10 days from when you request it and you can get a new code at any time.

### Moving your Railcard to a new device

Remember! Your download code is only valid for 10 days. If you get a new device or need to re-download the Railcard to your current device you will need a new download code.

You can request a new code by going to <https://secure.16-25railcard.co.uk/login-or-register>. Simply log in, select "Manage your Railcard" and clicking "Get a new download code."

The new code will be valid for 10 days from when you request it.

### Downloaded your Railcard on to Two Devices?

If you have your Railcard downloaded on two devices and need to change one of them, don't worry!

All you need to do is follow the above guidance on getting a new download code then unlink one of the registered devices from the same "Manage your Railcard" section.

Your Railcard gives you great savings on rail travel throughout Great Britain so make sure you keep it handy. And don't forget to take advantage of our great promotional offers.

	Net	VAT	Gross
1-year 16-25 Railcard	£15.00	£0.00	£15.00
First Class	£0.00	£0.00	£0.00
Total	£15.00	£ 0.00	£15.00

VAT No : 809 3620 31

This email is confirmation of your Railcard purchase only, it cannot be used as a Railcard or to buy discounted tickets.

Your payment has been processed through Secure Trading. Your account will be charged accordingly with reference "NRC e-commerce".

If you are over 26 years of age and have applied on the grounds that you are in full time education, please check your emails, in case we need you to resubmit your evidence. If you are asked to send us additional evidence and you do not do so, we will automatically refund your purchase within 14 working days.

Please ensure that you are able to show your digital Railcard on a mobile device at all times, when travelling with Railcard discounted tickets.

If you need any further assistance please check the FAQs within the Railcard app, or on the 16-25 Railcard website. Alternatively, you can email us at [railcardhelp@atoc.org](mailto:railcardhelp@atoc.org) or call the help desk on 0345 3000 250 (0700 2200 every day, except Christmas Day. Calls are charged at the national rate).

Enjoy your Railcard!

The Railcard Team

This is a service message designed to keep you informed of important information associated with your Railcard.

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