

MyCiTi Passenger Information Sheet

Incorrect validation transaction on myconnect card

Passengers who suspect that an incorrect validation transaction occurred on his/her **myconnect** card should follow the following procedure:

1. Consult the rules of the **myconnect** card regarding validation procedures required from customers. No refunds will be considered if the rules were not adhered to.
2. Ask for a transaction history slip covering the transaction on the **myconnect** card from a revenue kiosk at a station or retailer, to verify that an incorrect transaction occurred.
3. Report the suspected incorrect validation transaction on the **myconnect** card to the Transport Information Centre (TIC) on toll-free number **0800 65 64 63**. Keep a record of the reference number that will be supplied by the TIC.
4. To investigate the suspected incorrect validation transaction on a passenger's **myconnect** card, the passenger needs to complete the *Appeal form for suspected incorrect validation transactions*, available on request from the TIC or on the MyCiTi Website.
5. The passenger must ensure that all the required information is filled in and that the following documents are supplied:
 - 5.1 Copy of passenger's ID document/ driver's license/ passport.
 - 5.2 Copy of the transaction history slip of the card involved, reflecting the transaction complained about, as obtained from the revenue kiosk at any station or MyCiTi retailer.
 - 5.3 Copy of card purchase receipt (if available).
6. The completed *Appeal form for suspected incorrect validation transactions* should be supplied to the TIC by e-mail (Transport.Info@capetown.gov.za), fax (021 8124644) or mail (TIC, Transport Management Centre; Hugo Street; Goodwood). The TIC reference number should be clearly stated in all correspondence.
7. Once the completed *Appeal form for suspected incorrect validation transactions* was received, the suspected incorrect validation transaction on the card will be investigated.
8. Passengers will be informed once the investigation is complete.
9. If the appeal is upheld the customer will be refunded with paper tickets to the value of the incorrect validation transaction that occurred.
10. Paper ticket refunds will be available at the Law Enforcement Office at Civic Centre Station (Zone 2) from 07h00 to 19h00 all days to be picked up within 10 days by passengers, on presentation of valid identification.



The City of Cape Town's Transport Authority



Call the Transport Information Centre (toll-free 24/7)
0800 65 64 63 www.myciti.org.za dial *120*1040#



**myconnect card:
Appeal form for suspected incorrect validation transaction/s**

Passenger details			
Title:		Name:	Surname:
Cell number:			
Landline number:			
E-mail address:			
myconnect card no.			
Card purchase receipt no. (if avail.)			
Transport Information Centre (TIC) Ref No.			
Declaration by passenger regarding suspected incorrect validation transaction/s on myconnect card			
Details regarding the occurrence of the suspected incorrect validation transaction			
Date of incident		Time of incident	
Route		Station/ bus stop/nr	
Tapped IN at:		Tapped OUT at:	
Exact details of the circumstances of the alleged incorrect validation:			
Passenger signature (or ID number)	_____ Signature of passenger (or ID no.)	Date:	
Please attach the following documents:	<ol style="list-style-type: none"> 1. Copy of ID document/ driver's license/ passport. 2. Copy of transaction history slip, covering the transaction. 3. Copy of card purchase receipt (if available). 		

Submit this form by fax to 021 812 4644, by email to transport.info@capetown.gov.za or by post to TIC, Transport Management Centre, Hugo Street, Goodwood.



Call the Transport Information Centre (toll-free 24/7)
0800 65 64 63 www.myciti.org.za dial *120*1040#

