

Application for replacement of card and transfer of value

Please print clearly using block letters

OFFICIAL USE

Date stamp

1. Passenger details

Title	<input type="text"/>	Name	<input type="text"/>	Surname	<input type="text"/>
Email	<input type="text"/>			ID/Passport number	<input type="text"/>
Cellphone	<input type="text"/>		Landline	<input type="text"/>	

2. Card details Please provide details of the myconnect **OR** single-trip card that you wish to replace

myconnect card number	<input type="text"/>	myconnect expiry date	<input type="text"/>	
Single-trip card number	<input type="text"/>	Single-trip Airport	<input type="text" value="YES"/>	<input type="text" value="NO"/>

3. Application type Please tick the correct option below

Replace faulty card

- Your replacement card will be issued immediately.
- If the issue is due to a system fault, your replacement card will be issued at no cost. If the card has been physically damaged, the cost will be as per the tariff.
- Value will be transferred immediately. If the card cannot be read, please allow up to 10 days for Mover and 32 days for Standard.

OR

Replace expired/expiring card

- Your replacement card will be issued immediately.
- The cost of replacing an expired or expiring myconnect card is as per the tariff.
- Value will be transferred immediately, except for money loaded as Standard on expired cards, which can take up to 32 days.*
- * Additional terms and conditions may apply.

4. Declaration

I understand that providing untrue information constitutes fraud and certify that the information provided is true in all respects.

Signature _____ Date _____

For official use only Date stamp required by cashier

Cashier name	<input type="text"/>	Cashier signature	<input type="text"/>		
Location/station	<input type="text"/>	Date	<input type="text"/>	Time	<input type="text"/>
Replacement card no	<input type="text"/>	Replacement receipt no	<input type="text"/>		

A. Faulty card chip — replacement card [R0.00]	<input type="checkbox"/>
B. Faulty card aerial — replacement card [R0.00]	<input type="checkbox"/>
C. Damaged card chip — replacement card [as per tariff]	<input type="checkbox"/>
D. Damaged card aerial — replacement card [as per tariff]	<input type="checkbox"/>

E. Expiring card — replacement card [as per tariff]	<input type="checkbox"/>
F. Expired card — replacement card [as per tariff]	<input type="checkbox"/>
G. Faulty single-trip card — replacement card [R0.00]	<input type="checkbox"/>
H. Damaged single-trip card — replacement card [as per tariff]	<input type="checkbox"/>

Mover Points transfer completed

Standard transfer completed

Monthly Pass transfer completed

Monthly Pass Airport transfer completed

Transfer receipt/s attached

Card sales receipts attached

Infobox loaded

PIN changed

Customer slip Cashier to complete, tear off and hand slip to passenger

Passenger name	<input type="text"/>	Station submitted	<input type="text"/>	Date	<input type="text"/>
Cashier name	<input type="text"/>	Cashier signature	<input type="text"/>	Time	<input type="text"/>
Original card number	<input type="text"/>	Replacement card number	<input type="text"/>		

Passengers should keep this tear off slip as proof of submission and use surname as reference for enquiries.
Expired cards: 32 days should be allowed for ABSA to transfer Standard.
Passengers will receive communication from the Transport Information Centre on any outstanding transfers.



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

