

Application for transfer of value from a lost or stolen card

OFFICIAL USE

Date stamp

- Please print clearly using block letters
- Lost/stolen cards will be blocked irreversibly, but in some cases contactless payments can still occur.
- MyCiTi cannot be held liable for the loss of remaining value after the card was lost/stolen.

1. Passenger details

Title Name Surname

Email ID/Passport number*

Cellphone Landline

*This information will only be used for identification, and will not be shared or used for any other purpose.

2. Card details

Original card no Original card purchase receipt no

Replacement card no Replacement card purchase receipt no

Transport Information Centre reference number, if available:

3. Affidavit made by passenger

Date and time card was lost/stolen

Suspected location where the loss/theft occurred

Provide details of the incident

SAPS case no, if card was stolen

4. Verification of affidavit by SAPS or Law Enforcement

Stamp or signature Officer name

Date

5. Documentation *Applications will only be processed if all 3 documents below are attached:*

1. Copy of ID document/ driver's licence/ passport
2. Copy of lost/stolen card purchase receipt to prove ownership
3. Copy of replacement card purchase receipt

6. Declaration *If the applicant is under 18 years, this form will need to be signed by a guardian*

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

Signature of applicant or guardian _____ Date _____

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

Passenger name Station submitted Date

Cashier name Cashier signature Time

Original card number Replacement card number

*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

