



## Passenger compensation claim form

### Passenger Details

Title \_\_\_\_\_ First Name \_\_\_\_\_

Surname \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_ Post Code \_\_\_\_\_

Phone (BH) \_\_\_\_\_

Mobile \_\_\_\_\_

### Metcard Ticket Details

Monthly     Six Monthly     Yearly

Zone 1     Zone 1&2

Please enter the 15 or 16 digit number

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Ticket Expiry date \_\_\_\_\_

Remember to enclose your expired monthly, six monthly or yearly ticket or a photocopy of both sides of the ticket if you are still using it.

**OR**

### myki Card Details

myki Card number

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This 15 digit card number can be found on your myki.

### Reason for compensation:

- Compensation Notice Issued
- Delay of more than 30 minutes without being advised by Yarra Trams of reason for delay
- Prolonged, severe service disruption and no alternative transport options communicated by Yarra Trams

### Claim Details

Month \_\_\_\_\_ Year \_\_\_\_\_

Journey from \_\_\_\_\_

Journey to \_\_\_\_\_ Route No. \_\_\_\_\_

Comments you wish to make: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Signature \_\_\_\_\_

Today's date \_\_\_\_\_

### Office use only

Case Number \_\_\_\_\_

Please complete this form, place in an envelope and address to:

**Passenger Compensation  
Yarra Trams  
Reply Paid  
GPO Box 5231  
Melbourne VIC 3001**

You will not require a postage stamp if you post the claim within Australia.

### Yarra Trams Customer Feedback and lost property

**1800 800 166** (6am–midnight daily)  
or visit [yarratrams.com.au](http://yarratrams.com.au)