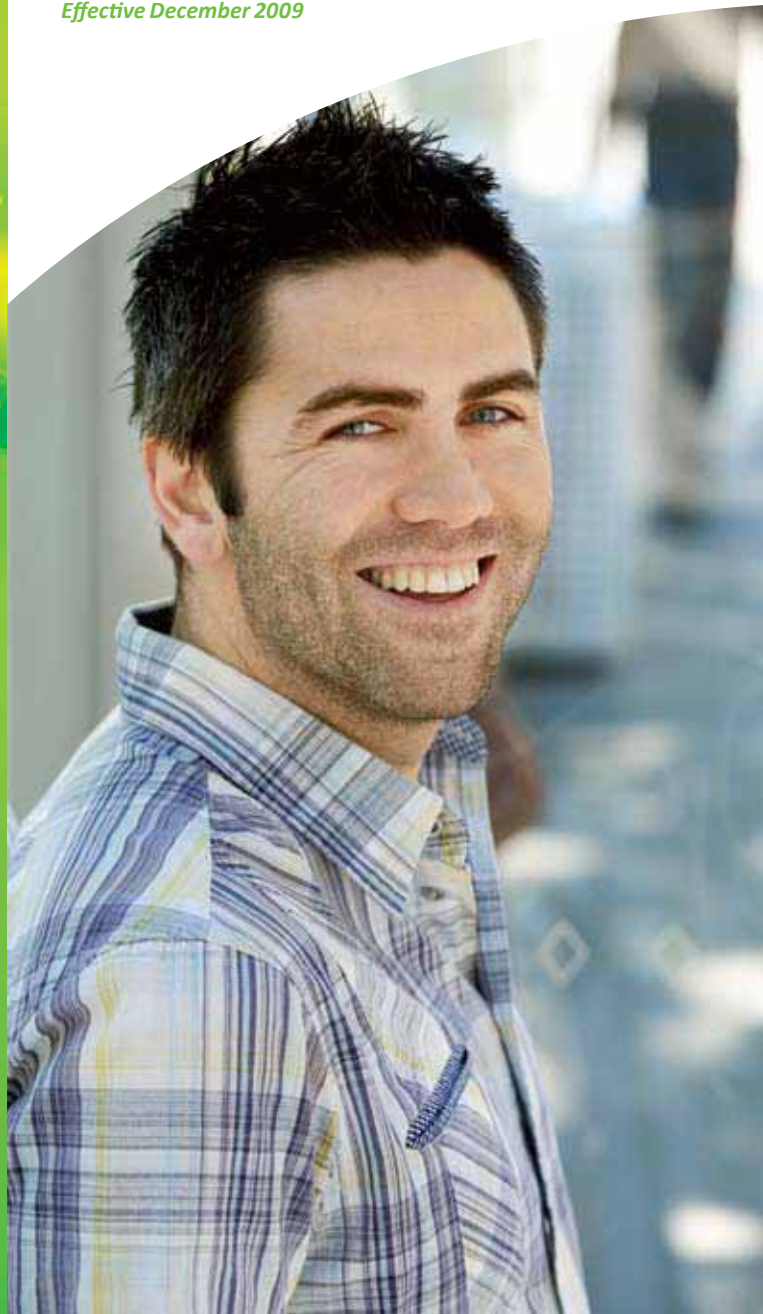


think like a passenger

yarra trams

**Passenger
Refund Code**

Effective December 2009



yarra trams

YAR 5876 11/09



Passenger Refund Code

Metcard

Full details regarding the circumstances under which a Metcard can be replaced or refunded are available online at metlinkmelbourne.com.au

For further information, you can view a copy of the Victorian Fares and Ticketing Manual online at metlinkmelbourne.com.au or call the Metcard Helpline on 1800 652 313.

myki

The new smartcard ticketing system, myki, introduced late in 2009, will operate in tandem with Metcard during a transitional phase. More information on the new ticketing system can be found online at myki.com.au or by calling 13 6954 (13 myki) between 6am and midnight, 7 days a week.

A myki refund application form is available online at myki.com.au

You may apply for a full refund of the value on your myki. In certain situations, such as ticketing equipment faults, defective short term ticket and medical conditions, a reimbursement for a myki pass or a short term ticket may be provided.

The refund process

Completing a Metcard Refund Application Form

Applications for refunds must be made on a Metcard Refund Application Form available from:

- metlinkmelbourne.com.au
- yarratrams.com.au
- the Metcard Helpline on 1800 652 313
- The MetShop, Melbourne Town Hall, Corner Swanston & Little Collins Streets, Melbourne
- Premium Railway Stations

Lodging the application form

On completion of the Metcard Refund Application Form, enclose the form, ticket and any additional documentation in an envelope. Before sealing the envelope, please ensure that all relevant fields have been completed on the application form and that all documentation is enclosed to enable prompt processing.

Mail the application to:

**Metcard
Reply Paid 2114
Prahran VIC 3181**

You will not need a postage stamp if the claim is posted within Australia.

Completing a myki refund application

Most refunds, reimbursements or replacement mykis will require an appropriate application form to be completed. Forms are available from staffed railway stations, the MetShop, selected myki retailers, online at myki.com.au or metlinkmelbourne.com.au and by calling 13 myki (13 6954).

Lodging the application form

On completion of the myki Refund and Reimbursement Form, enclose the form, ticket and any additional documentation in an envelope.

Mail the application to:

**myki Mailbox
Reply Paid 4318
Melbourne VIC 8060**

You will not need a postage stamp if the claim is posted within Australia.