

New MyWay Card No.	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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Please print in dark ink and block letters (all fields are mandatory).

## 1. Cardholder details

Title: \_\_\_\_\_ Surname/Family name: \_\_\_\_\_ Given names: \_\_\_\_\_

Date of birth: \_\_\_\_ / \_\_\_\_ / \_\_\_\_ Male  Female

Address: \_\_\_\_\_

Suburb: \_\_\_\_\_ State: \_\_\_\_\_ Postcode: \_\_\_\_\_

Phone Number (home): \_\_\_\_\_ Phone Number (mobile): \_\_\_\_\_

Email: \_\_\_\_\_

## 2. Type of application (please tick one box only)

A new application  Change of concession details for an existing card holder  Replacement card

## 3. Concession entitlement

Customer Reference No (CRN) \_\_\_\_\_ Card Exp Date \_\_\_\_ / \_\_\_\_ / \_\_\_\_

Health Care  Centrelink and DVA (Veterans Affairs) Aged Pension  Disability Support Pension

DVA (Veterans Affairs) Other Pensioner Concession  Other Pensioner Concession  (please tick one box only)

## 4. MyWay Password - It is a requirement that all Concession MyWay cards are registered

To register a MyWay card, the card holder will need to provide a password.

Please tick **one** of the following options and insert password in the box (no alternatives accepted).

Mothers maiden name  Favourite colour  Town of birth  Pets name  Favourite place

MyWay Password

## 5. Authorisation / Customer Consent

This consent will be used for the sole purpose of authorising Centrelink to provide information to the MyWay Administration Office (MyWay), to assess your eligibility in relation to concessions for travel on approved services. This consent will also allow MyWay to keep your transport concession entitlement current without the need to visit an agent from time to time to renew your entitlement.

### Customer Confirmation

I \_\_\_\_\_ authorise Centrelink to confirm with MyWay the current status of my Commonwealth Benefit and other details as they pertain to my concessional entitlement. This involves electronically matching details I have provided to MyWay with Centrelink or Department of Veterans' Affairs (DVA) records to confirm whether or not I am currently receiving a Centrelink or DVA benefit. I understand that a brochure that provides more details about the Centrelink Confirmation eServices (the method used by Centrelink to provide information) is available from Centrelink offices or on Centrelink's website at [www.centrelink.gov.au](http://www.centrelink.gov.au). I understand that this consent, once signed, is effective only for the period I am a customer of MyWay. I also understand that this consent, which is ongoing, can be revoked any time by giving notice to MyWay. I understand that if I withdraw my consent, I may not be eligible for concessionary travel on approved services. I have read and agreed to the condition as outlined on this application for a Concession MyWay card.

Signature/Nominee's signature: \_\_\_\_\_

Date \_\_\_\_ / \_\_\_\_ / \_\_\_\_

<b>Office use only</b>
Processing officer _____
Date ____ / ____ / ____

### Concession MyWay Card Conditions of Use

All eligible concession card holders must complete the MyWay Application for a Concession MyWay Card Form to receive a MyWay card for use on approved services. MyWay cards will replace the magnetic stripe tickets and will provide eligible people with concession travel on approved services.

#### Conditions

- The Concession MyWay card is issued subject to the conditions of the *Road Transport (Public Passenger Services) Act 2001*, *Road Transport (Public Passenger Services) Regulations 2002* and the conditions set out below.
- The MyWay card may be used for travel on designated approved transport services, provided that:
  - the card has a positive balance; and
  - the card is not damaged, or expired, and has not been cancelled or blocked/hotlisted.
- The MyWay card must be touched to a card reader at the start and finish of travel (known as tagging on and tagging off) on an approved service to obtain a response from the card reader indicating that the card has been read successfully. For more information on the tag on tag off service, please refer to the MyWay user guide.

I understand that:

- A MyWay card registered to a person granted a fare exemption or concession may only be used by that person. Un-authorized use of that card by another person may result in the withdrawal of the exemption or concession.
- In the event that a registered MyWay card is lost or stolen, the cardholder will be liable for all fares, fees and charges incurred through the use of the MyWay card by any person until the card is reported missing to a MyWay Centre, Canberra Connect Shopfront or MyWay Call Centre and the card is hot-listed.

### Notes

- If a MyWay card is faulty and it is determined that the fault is not as a result of misuse, a replacement card will be issued free of charge.
- MyWay cards damaged and rendered inoperable as a result of misuse will be issued a replacement card and a card replacement fee will apply.
- Replacement cards will have the stored value of the previous registered card and any concession entitlements transferred onto it.
- Lost/Stolen and Replacement MyWay cards will attract a card replacement fee.

### Fees

- The MyWay card fee and any added value are non-refundable and cannot be transferred to another person's MyWay card.
- The minimum value that can be credited to a MyWay card account is \$5 cash or \$20 via EFTPOS or credit card.
- The maximum balance that can be credited to a MyWay card account is \$200.
- Should the cardholder fail to tag off at the end of travel on an approved service, the maximum daily default fare will be charged.
- Where a MyWay card has not been used for two years, the card will be blocked and the balance on the MyWay card will revert to Transport for Canberra.

These Conditions of Use, and related materials, are subject to change at the discretion of MyWay. Updated terms and conditions and related materials will be published on the Transport for Canberra website [www.transport.act.gov.au](http://www.transport.act.gov.au), and are also available by calling MyWay on 13 17 10.

Hotlisted MyWay Card No.

**ID Sighted**

Date            /            /

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Sign/Stamp

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