

# 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  Cellphone

*\*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.  Replacement card no.   
Receipt no. for original card purchase or any product load purchase   
Receipt no. for replacement card purchase   
Transport Information Centre reference no. (if available)

## 3. Affidavit made by passenger

Date and time card was lost/stolen  Location   
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 or any product load 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.
- \* Passengers will receive communication from the Transport Information Centre on any outstanding transfers.

### POPIA DISCLAIMER

By completing this (form/register, insert whichever one is applicable), I understand and consent that (i) my personal information will be processed by the City of Cape Town, for purposes of and in relation to the City of Cape Town's programmes and community initiatives, and that such processing shall comply with the provisions of POPIA and any other applicable law; (ii) I may, at any stage, withdraw my consent but acknowledge that the City of Cape Town may still process my personal information if the law allows or requires this; and (iii) I also have the right to request access to my personal information and where necessary request the deletion, correction or destruction of such personal information.