

# Refund Application Form

Please print clearly using block letters

OFFICIAL USE

DATE STAMP

05/26

## 1. Passenger details \*This information will only be used for identification, and will not be shared or used for any other purpose.

Title  Name  Surname   
Email  Cellphone   
myconnect card no.  -  -  -

## 2. Refund application details

I think I have been charged incorrectly

Date of incident \_\_\_ / \_\_\_ / 20\_\_\_ Time of incident \_\_\_:\_\_\_ Station/stop   
Bus Number  Value disputed  Rand Value Penalty  Y  N  
Station/stop tapped IN at  Station/stop tapped OUT at   
Please provide details of the incident (incomplete, incorrect or illegible applications will not be processed)

## 3. Refund card details Complete only if the card to be refunded is a different myconnect card to the one listed in Section 1

Number of myconnect card to be refunded  -  -  -   
Reason for refund to a different card

## 4. 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 \_\_\_ / \_\_\_ / 20\_\_\_

### For official use only

Mini-statement attached  Y  N Redacted bank slip attached  Y  N  
Cashier name  Cashier signature  Date \_\_\_ / \_\_\_ / 20\_\_\_

### Customer Slip Cashier to complete, tear off and hand slip to passenger for hardcopy submissions

Passenger name  Station submitted  Date \_\_\_ / \_\_\_ / 20\_\_\_  
Cashier name  Cashier signature  Time \_\_\_:\_\_\_

Passengers must keep this slip as proof of submission. A reference number will be issued by the Transport Information Centre (TIC) via email, SMS, or phone once the application is registered. The TIC will inform passengers of the outcome and any refund collection details, if applicable.

#### POPIA CONSENT

By completing this form, 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.

#### PRIVACY POLICY

The City implements a privacy policy aimed at protecting visitors to our website. <https://www.capetown.gov.za/General/Privacy>



CITY OF CAPE TOWN'S PUBLIC TRANSPORT SERVICE

Call the Transport Information Centre (free call 24/7) 0800 65 64 63

[www.myciti.org.za](http://www.myciti.org.za)



MyCiTi Bus



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