

# 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  ID/Passport number\*

Cellphone  Landline

\*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  Original card purchase receipt no

Replacement card no  Replacement card purchase receipt no

Transport Information Centre reference number, if available:

## 3. Affidavit made by passenger

Date and time card was lost/stolen

Suspected location where the loss/theft occurred

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 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.  
Expired cards: 32 days should be allowed for ABSA to transfer Standard.  
Passengers will receive communication from the Transport Information Centre on any outstanding transfers.*