

# Application for replacement of card and transfer of value

OFFICIAL USE

Date stamp

Please print clearly using block letters

## 1. Passenger details

Title	<input type="text"/>	Name	<input type="text"/>	Surname	<input type="text"/>
Email	<input type="text"/>			ID/Passport number*	<input type="text"/>
Cellphone	<input type="text"/>		Landline	<input type="text"/>	

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

## 2. Card details

 Please provide details of the **myconnect** **OR** single-trip card that you wish to replace

myconnect card number	<input type="text"/>	myconnect expiry date	<input type="text"/>
Single-trip card number	<input type="text"/>	Single-trip Airport	<input type="checkbox"/> YES <input type="checkbox"/> NO

## 3. Application type

 Please tick the correct option below

<b>Replace faulty card</b> <input type="checkbox"/>	<b>OR</b>	<b>Replace expired/expiring card</b> <input type="checkbox"/>
<ul style="list-style-type: none"><li>Your replacement card will be issued immediately.</li><li>If the issue is due to a system fault, your replacement card will be issued at no cost. If the card has been physically damaged, the cost will be as per the tariff.</li><li>Value will be transferred immediately. If the card cannot be read, please allow up to 10 days for Mover and 32 days for Standard.</li></ul>		<ul style="list-style-type: none"><li>Your replacement card will be issued immediately.</li><li>The cost of replacing an expired or expiring myconnect card is as per the tariff.</li><li>Value will be transferred immediately, except for money loaded as Standard on expired cards, which can take up to 32 days.*</li><li>* Additional terms and conditions may apply.</li></ul>

## 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 \_\_\_\_\_

## For official use only

 Date stamp required by cashier

Cashier name	<input type="text"/>	Cashier signature	<input type="text"/>
Location/station	<input type="text"/>	Date	<input type="text"/>
		Time	<input type="text"/>
Replacement card no	<input type="text"/>	Replacement receipt no	<input type="text"/>

A. Faulty card chip — replacement card [R0.00]	<input type="checkbox"/>
B. Faulty card aerial — replacement card [R0.00]	<input type="checkbox"/>
C. Damaged card chip — replacement card [as per tariff]	<input type="checkbox"/>
D. Damaged card aerial — replacement card [as per tariff]	<input type="checkbox"/>

E. Expiring card — replacement card [as per tariff]	<input type="checkbox"/>
F. Expired card — replacement card [as per tariff]	<input type="checkbox"/>
G. Faulty single-trip card — replacement card [R0.00]	<input type="checkbox"/>
H. Damaged single-trip card — replacement card [as per tariff]	<input type="checkbox"/>

Mover Points transfer completed  YES  NO  N/A

Standard transfer completed  YES  NO  N/A

Monthly Pass transfer completed  YES  NO  N/A

Monthly Pass Airport transfer completed  YES  NO  N/A

Transfer receipt/s attached  YES  NO  N/A

Card sales receipts attached  YES  NO

Infobox loaded  YES  NO

PIN changed  YES  NO

## Customer slip

 Cashier to complete, tear off and hand slip to passenger

Passenger name	<input type="text"/>	Station submitted	<input type="text"/>	Date	<input type="text"/>
Cashier name	<input type="text"/>	Cashier signature	<input type="text"/>	Time	<input type="text"/>
Original card number	<input type="text"/>	Replacement card number	<input type="text"/>		

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.