

## **Q&A METCARD WITHDRAWAL**

December 2011

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### **I have heard the Yearly Metcard is being withdrawn from sale?**

- That is correct. From 1 January 2012, the Yearly Metcard can no longer be purchased.
- This is the first step of a phased process that will see Metcards gradually withdrawn from sale over the coming months.
- Passengers wanting to purchase a yearly ticket need to buy a 365-day myki pass.
- All public transport users need to make the switch to myki at some stage and it's time for Yearly Metcard passengers to make the move.

### **Why has the withdrawal of Metcard started now when there is still 12 months until the system is switched off?**

- Although the Metcard system will continue to operate until December 2012, it is important for public transport users start to use up any old Metcards now.
- Melburnians are holding on to old Metcards, currently totalling around 11 million unused trips.
- If you find old Metcards in a drawer or in a wallet or purse that are still valid for travel, you should start to use them up.

### **I have heard Metcard sales through the call centre and Metlink website will cease?**

- That is correct. From 1 January 2012, Metcards can no longer be purchased from the call centre or Metlink website.
- This is the first step of a phased process that will see Metcards gradually withdrawn from sale over the coming months.
- Apart from the Yearly Metcard which is no longer available, all other Metcard types can still be purchased from the usual locations.
- Public transport users can purchase a myki and top it up at a myki machine, retail outlet, the myki website or call centre.

### **Can I get a refund for any unused Metcards?**

- If you have unused Metcards it is important you start to use them up now.
- You can get a refund on any Metcards, however a \$9.80 administration fee applies.
- You would be better placed using up your old Metcards now before the Metcard system is turned off.

**What happens when Metcard is switched off and I am still holding on to unused Metcards?**

- It is important that you start to use up any old Metcards now before the system is switched off.
- More information about refunds and reimbursements will be made available as the withdrawal of Metcard progresses.

**When will other Metcard types no longer be available?**

More information about what Metcards will be removed at what time will be made early in the New Year.