

Q&A MYKI CARD AND ADMINISTRATION FEE REDUCTION

December 2011

Q&A MYKI FEES AND CHARGES CHANGES

I've heard that the cost of myki cards is to be reduced?

- That is correct. From 1 January 2012, myki card fees will be reduced.
- A full fare myki will now cost \$6, reduced from \$10, and a concession myki (General concession, senior, child) will cost \$3, reduced from \$7.

Why have myki card fees been reduced?

- myki card fees have been reduced to make it cheaper and easier for passengers to access public transport using myki.
- Full fare customers will save \$4 when they purchase a myki and concession customers also save \$4.

I have also heard the \$9.80 administration fee is to be abolished?

- That is correct. From 1 January 2012, the \$9.80 myki refund and replacement fee will be abolished.
- The administration fee for refunds and replacements has been abolished meaning passengers who no longer require a myki don't have to pay a fee for wanting their money back.

So, if I no longer need my myki and I have unused value on it, will I be charged the \$9.80 fee to get a refund?

- No. From 1 January 2012, the \$9.80 administration fee is being abolished.
- If you no longer have a need for your myki you can get a refund of the unused value on your card.
- Simply complete the myki Refund and Reimbursement form and send in your myki with the form to the address on the form.
- We will send you a cheque totalling the remaining value on your myki.

What if I lose my myki or it is stolen, will I have to pay the \$9.80 fee to replace it?

- No. From 1 January 2012, passengers who lose or have their registered myki stolen, will have their card replaced free of charge.
- You will need to complete a Replacement myki form and send it in for processing. Any remaining balance will be transferred to the replacement myki at no cost and sent to your nominated address within 10 working days.

- Until you receive the replacement myki in the post you will need a valid ticket for any public transport travel undertaken.
- If you have an unregistered myki and you lose it or it is stolen, you will need to purchase a new card.
- For full fare passengers this is \$6 and for concession passengers it is \$3.

What if I damage my myki and need to get it replaced, will I have to pay the \$9.80 administration fee?

- No. Damaged myki cards will be replaced free of charge.

I have paid \$10 (or \$7 concession) for a myki in the past. Will I get a reimbursement for the extra I paid now that card fees have been reduced?

- From 1 January 2012, myki card fees will be reduced.
- The Government has made these changes to make it cheaper and easier for passengers to access public transport using myki.
- There will be no reimbursements for passengers who purchased myki cards prior to this date.

I have paid the \$9.80 administration for a replacement myki in the past. Will I get a reimbursement for this now that the administration fee has been abolished?

- From 1 January 2012, the \$9.80 myki administration fee will be abolished.
- The Government has made these changes to make it cheaper and easier for passengers to access public transport using myki.
- There will be no reimbursements for passengers who have paid administration fees in the past.

Should I purchase a myki card now?

- From 1 January 2012, myki cards will cost less so you would be better placed waiting until then to make the switch to myki.
- Until then you should use up any old Metcards you have, or continue to buy Metcards to travel until next year.

Does this mean there will not be a refundable deposit on myki cards, like there is for Oyster, in London, for example?

- Transport ticketing systems around the world have many different fees and charges for accessing their smart card networks.
- Some have refundable deposits and some charge passengers a fee for the card.

- myki card fees have been reduced and the \$9.80 administration fee abolished to make it simpler and easier for passengers to access public transport using myki.

Will there be a free myki card offer to help convert public transport users to the system?

- When myki began operating all Victorians had the opportunity to get a free myki.
- myki card fees have been reduced and the \$9.80 administration fee abolished to make it simpler and easier for passengers to access public transport using myki.
- Apart from those passengers who are issued their first card free, such as seniors, there is no intention to have another free card offer.

Who is eligible for a free card?

- Victorian seniors, Disability Support Pensioners, Carer payment recipients, free travel pass holders and some students are entitled to have their first myki issued free.
- Should a passenger's myki be damaged, or lost or stolen, they are no longer required to pay for a replacement.
- myki cards which are non-operational through no fault of the passenger are also replaced free of charge.

Q&A METCARD WITHDRAWAL

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.

