

Refund & Reimbursement Form

Use this form if you would like to:

- claim a refund on the balance of your myki; **OR**
- claim a reimbursement on your myki or short term ticket.

If you are deaf, or have a hearing or speech impairment, contact us through the National Relay Service:

- TTY users phone 133 677, then ask for 13 6954 (13 myki).
- Speak and listen users phone 1300 555 727, then ask for 13 6954 (13 myki).

If you need an interpreter:

- Call the Translating and Interpreting Service (TIS National) on 131 450 and ask for 13 6954 (13 myki).

It's easy to learn more about myki

Visit myki.com.au

Call **13 6954 (13 myki)**



General Information

You can use this form to claim a **refund OR reimbursement**.

If you are requesting a full refund, please **return your myki** when you submit this form.

An **administration fee** of \$9.80 applies to some card services including requesting a replacement myki or balance transfer. Please visit myki.com.au for details on when the \$9.80 fee applies.

Refunding remaining balance on a myki

You may use this form to apply for a full refund of the balance on your myki (myki money and/or remaining myki pass days). Partial refunds are not permitted. Please note, an administration fee of \$9.80 may apply.

To obtain a full refund, you will be required to **return your myki when you submit this form**. Your myki will then be cancelled.

On-the-spot refunds will not be provided.

A cheque for the full refund amount (less the \$9.80 administration fee) will be posted to the address you provide on this form. For registered mykis, the cheque will be made out to the account holder. Account holders should ensure their registration details are up to date.

Where the refund amount is less than the \$9.80 administration fee, no refund will be processed.

If you are a Commuter Club* customer, you can apply for a refund using this form.

Refunding the balance on an existing myki, due to change in concession entitlement

You can use this form if you have obtained a new myki because your travel entitlement has changed. For example, if you previously travelled using a full fare myki and have since changed to a seniors myki (as you are now eligible for one), you can use this form to obtain a refund on the balance of your full fare myki.

* A Commuter Club is any organisation that purchases yearly travel passes on behalf of the organisation's members/employees/volunteers.

Reimbursements

In certain situations, reimbursement for a myki pass or short term ticket may be provided.

You **do not need to submit your myki** when applying for a myki pass reimbursement. However, if you are applying for a short term ticket reimbursement, you must **submit the short term ticket** with this form.

Reasons for reimbursement may include:

- **Ticketing equipment faults**
For short term tickets, the ticket must be included with this form.
- **Defective short term ticket**
This is only allowed if a replacement ticket has been purchased for travel; both tickets must be submitted with this form.
- **Medical conditions**
A doctor's certificate must be provided for each day of the claim. Conditions apply.
- **Special consideration or other reason**
Please include relevant supporting evidence.

You must complete the relevant sections of this form and include copies of documentation that supports your application for reimbursement. Please provide as much information as possible to prove the eligibility of your claim.

A cheque for the reimbursement amount, less the administration fee of \$9.80 (if applicable) will be posted out. For a registered myki, the cheque will be made out to the account holder. Account holders should ensure their registration details are up to date.

No administration fee applies for ticketing equipment faults or defective short term tickets. However, on-the-spot reimbursements will not be provided.

You can obtain more myki Refund & Reimbursement Forms by visiting myki.com.au or by calling 13 6954 (13 myki).

Post this form to

myki Mailbox
Reply Paid 4318
MELBOURNE VIC 8060

(No stamp required)

If you are requesting a full refund, don't forget to **include your myki** when you post this form.

Or lodge this form at

- The myki discovery centre at Southern Cross Station
- The MetShop (Melbourne Town Hall, corner of Swanston and Little Collins Streets)

Visit myki.com.au for location details.



