



Single Trip Ticket Refund or Transfer Form

Essential:

Refunds for the cost of the Single Trip Ticket will only be processed if the Single Trip Ticket is Faulty. Refunds for the cost of the Single Trip Ticket will not be made where the Single Trip Ticket is Damaged, or for any other reason.

Refunds can only be made by:

- electronic funds transfer to an Australian bank account; or
- transfer to a reloadable Opal Card.
- You must enclose your Faulty Single Trip Ticket with this refund request form.
- Where there is incorrect change or ticket dispensed from the Opal Top up machine, please complete the Transactional Error Reimbursement and Transfer Form.

How to use this form:

- Please fill out the top section in CAPITAL LETTERS using a black pen.
- For an electronic funds transfer, please ensure you have provided Australian bank account details and the account holder has signed the section titled 'Australian bank account details'.
- For a transfer to an existing Opal card, please provide your Opal card number.
- Please ensure you have signed the refund or transfer agreement section.

After you have completed this form:

- Keep the tear-off section at the bottom of the form for your records.
- Return the completed form, together with the relevant Single trip ticket, to: **Opal Customer Care, Locked Bag 5026, Alexandria, NSW, 2015.** Do not staple or perforate the Single Trip Ticket.
- Please allow up to 20 business days for this form to be processed.

For Opal Terms of Use, Opal Refund and Balance Transfer Policy and Opal Privacy Policy please visit transportnsw.info.opal

1. Customer details

Title

Mr Mrs Ms Dr Other

First name

Last name

Postal address: Number and street

Suburb

State

Postcode

Email address

Phone number

Relationship to the deceased

()

2. Details of the Single Trip Ticket

Date of transaction / / Time of transaction Cost of the Single Trip Ticket

Location where the Single Trip Ticket was purchased

Single Trip Ticket number (10 digits printed on the ticket)

3. Method of Refund or Balance Transfer

To my reloadable Opal card. Please provide Opal card number (16 digits)

Electronic Funds Transfer to my Australian bank account. Please complete section 4 below (Note: If you do not supply an Australian bank account, your refund will not be sent).

4. Refund to my Australian bank account

Bank or financial institution

Branch

BSB

Account number

Account holder name

Signature of account holder

Date of transaction / /





5. Opal card refund agreement - declaration of Claimant's capacity to act

By signing below you:

- Represent and warrant that the information provided in this refund form is true, accurate and up to date;
- Agree that refunds will be made in accordance with the Opal Terms of Use and Opal Refund and Balance Transfer Policy;
- Accept that Transport for NSW has the right to determine the method by which a refund is made and may elect to make refunds via transfer to an Australian bank account instead of making a refund to a credit card;
- Accept that you must claim a refund or transfer within 90 days from the date printed on your Faulty Single Trip Ticket;
- Accept that no refund or transfer will be made for a lost or stolen Single Trip Ticket;
- Accept that:
 - No refunds will be made in cash; and
 - Refunds will only be made for the amount of Single Trip Ticket (less applicable charges); and
 - No refund will be given unless Single Trip Ticket for which a refund is sought is physically returned with this form;
- Accept that Transport for NSW has the right to decline the refund or transfer application if:
 - The conditions for refunds have not been met;
 - You have not complied with the Opal Terms of Use; or
 - The Opal Single Trip Ticket has been used, or is not Faulty.

- Accept that if you elect to transfer the cost of your Single Trip Ticket to a reloadable Opal Card, the amount transferred will not be loaded onto the Opal Card until you tap on at an Opal Card Reader. It is your responsibility to tap on at an Opal Card Reader to enable the transfer to be loaded onto the Opal Card; and
- Release Transport for NSW, to the full extent permitted by law, from all liability in relation to:
 - Single Trip Tickets; and
 - This refund form, upon receipt by the undersigned of a refund.

Privacy:

The personal information collected for the purposes of the Opal Card Ticketing System will be treated in accordance with the *Privacy Personal Information Protection Act 1988 (NSW)*. For information on how to handle such personal information we refer you to the Opal Privacy Policy published on transportnsw.info/opal

Signature

Print your full name

Date / /

Office use only:

Date / /



Please complete, tear off and retain this section. Please allow up to 20 business days for this form to be processed.

STT Date / /

Amount

