



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;
- cheque posted to an Australian address; 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 or contact Opal Customer Care on 13 67 25 (13 Opal).

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', or that you have provided an Australian address to which a cheque can be sent.
- 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.
- Refunds paid by cheque involve additional processing time.

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

1. Customers details:

Title Mr Mrs Ms Dr Other

First name Last name

Postal address - Number and street

Suburb State Postcode

Email address Phone number ()

2. Details of the Single Trip Ticket:

Date of transaction D D / M M / Y Y 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 be sent by cheque to the Australian address you provide, unless the refund is for an amount less than \$5.00 [after the deduction of any applicable charges or fees], in which case you must provide an Australian bank account or agree to transfer the refund amount to a reloadable Opal Card)

By cheque sent to my postal address detailed above (Note: cheques will not be made for amounts less than \$5.00 [after the deduction of any applicable charges or fees])



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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. Single Trip Ticket Refund or Transfer Agreement – please read and sign below:

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 a cheque or a 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 refunds by cheque will not be made for amounts less than \$5.00 (after the deduction of any applicable charges or fees) and that cheques cannot be sent to an address outside of Australia;
- 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;
- Agree that if an Australian bank account has not been provided on this form or you have not elected for the refund to be transferred to a reloadable Opal Card, a cheque will be mailed to the Australian postal address provided on this form (unless the amount to be refunded is less than \$5.00 [after the deduction of any applicable charges or fees], in which case you must provide an Australian bank account or agree to transfer the refund to a reloadable Opal Card);

- 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;
- Acknowledge that refunds paid by cheque involve additional processing time; 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 opal.com.au.

Signature

Print your name

Date / /

Office use only:

Date / /

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

Refunds paid by cheque involve additional processing time.

STT

Date / /

Amount

