



# go card guide to balance transfers and refunds



**Read this guide if you wish to transfer the balance to another valid go card or obtain a refund.**

## Transferring your go card balance or obtaining a refund

You may wish to transfer the balance to another valid card or obtain a refund if:

- ✓ your card is lost or stolen (registered card only)
- ✓ your card has expired (concession and child)
- ✓ your eligibility has changed (concession and child)
- ✓ your card is damaged or faulty
- ✓ you don't need your card anymore.

All refunds and balance transfers (other than for registered cards that are lost or stolen) are calculated from the reconciled balance at the date and time of receipt of the go card by TransLink Cardholder Support or selected retailers.

For registered go cards that are lost or stolen, refunds and balance transfers are calculated from the reconciled balance at the date and time that the go card was reported as lost or stolen to TransLink.

Where a go card has been registered and an authorised user has been nominated, both the authorised user and account holder can report a go card as lost or stolen but only the registered account holder can request a refund or balance transfer.

Partial refunds or partial balance transfers of the card balance are not permitted. For example, if a go card has a balance of \$40 (plus card deposit) a partial refund of any lesser value, such as \$10 is not permitted.

Refunds and balance transfers will not be provided until any pending transactions have cleared.

Where a go card is mailed to TransLink Cardholder Support for processing, the balance and deposit value on the card is at the cardholder's risk. TransLink accepts no responsibility for cards sent by regular mail.

## Balance transfers

You can transfer the balance of your go card plus any refundable deposit paid to another valid go card.

You can obtain a balance transfer:

### Online

You can transfer the balance of your registered go card (including the refundable deposit) to another registered go card online at [translink.com.au](https://translink.com.au)

### Over the phone

You can transfer your registered go card balance (including the refundable deposit) to another valid go card by calling **13 12 30**.

If you do not have another valid go card you are able to purchase one over the phone.

Your original go card will be cancelled immediately and cannot be used for further travel.

### Via mail

Complete the balance transfer and refund form to cancel your go card and transfer the balance to another valid card. You must have another valid go card before completing the form.

Your original go card will be cancelled within 10 business days and can't be used for further travel.

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## Refunds

You can obtain a refund of the travel balance on your *go* card plus any refundable deposit paid, less any outstanding fares, fees and charges.

You can obtain a refund:

### At selected retailers

Visit selected *go* card retailers to receive a cash refund.

I can do this when:

- ✓ my *go* card is expiring or I have a change of eligibility
- ✓ my *go* card is longer needed

Applies only if:

- the **card balance is no more than \$50** (plus card deposit)
- your last top up was made by cash at a retailer or fare machine

You must surrender your *go* card to receive a refund. Your card will then be cancelled.

### Directly into your bank account or via cheque

Complete the *go* card balance transfer and refund form to receive a refund directly into your bank account or alternatively via cheque.

Refunds will only be provided in Australian dollars. Refunds will only be deposited into Australian bank accounts or sent to an Australian postal address.

I can do this when my *go* card is:

- ✓ expiring or I have a change of eligibility
- ✓ no longer needed
- ✓ lost or stolen (registered cards only)
- ✓ damaged or faulty

You must surrender your *go* card with the form to receive a refund (except for registered cards reported lost or stolen).

## Additional information

### Lost or stolen cards

If your *go* card (registered only) is lost or stolen we recommend phoning TransLink immediately on **13 12 30**. As soon as you do this your card can be blocked so that no one else can use it and the balance remains safe.

### When does my card expire?

- Child cards expire on the child's 15th birthday
- Concession cards expire when your nominated concession eligibility card expires
- Adult and senior *go* cards are programmed to expire 10 years from the date of issue.

Thirty days before your card expires you will see a warning message on the card reader each time you touch on or touch off.

To check your *go* card's expiry date visit [translink.com.au](https://translink.com.au) (registered cards only), by calling **13 12 30** or at selected retailers.

To change your expiry date visit selected retailers. Child and concession *go* card holders will need to show their concession entitlement card or proof of age document.

### What if my card has already expired?

An expired *go* card cannot be used for travel. If you wish to continue using your card you have 90 days from expiry to change the expiry date, request a refund or request a balance transfer. If the card is not presented for one of these within the 90 day grace period, the card will be cancelled and any remaining card balance and deposit is transferred to TransLink at this time.

Where remaining funds have been transferred to TransLink, you are still able to request a refund if the card was registered or you can send the *go* card in with the refund form.

Where a *go* card has been inactive for a period of two years (dormancy), the 90 day grace period does not apply and any remaining card balance and deposit is transferred to TransLink at dormancy.

### Damaged or faulty cards

Your card is durable and comes with a three year warranty for manufacturing defects.

Your card is not covered by warranty if:

- it has been hole punched
- it has been in contact with water
- any other instance of misuse or damage.

If you can't touch on or touch off and you can see that other people can, your card may be faulty or damaged. Phone TransLink immediately on **13 12 30**.

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