

Guide to balance transfers and refunds

Read this guide if you wish to transfer the balance of your *go* card to another valid *go* card or obtain a refund. If you are seeking a fare machine refund, please complete the Fare Machine Refund form.

Transferring your *go* card balance or obtaining a refund

You may wish to transfer the balance of your *go* card to another valid *go* 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.

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, less any outstanding fares, fees and charges, 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.

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**.

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.

If you do not have another valid *go* card, you are able to purchase one over the phone, online at translink.com.au, at selected retailers or via mail by completing the *go* card Application Form.

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

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.

Do this when your *go* card is:

- ✓ expiring or your eligibility has changed
- ✓ no 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

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

Refunds will only be provided in Australian dollars. Refunds will only be deposited into Australian bank accounts.

Do this when your *go* card is:

- ✓ expiring or your eligibility has changed
- ✓ 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 calling TransLink immediately on **13 12 30**. As soon as you do this your card will be blocked so no one else can use it and your 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://www.translink.com.au) (registered cards only), call **13 12 30** or visit a selected *go* card retailer.

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

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 255 days from expiry to change the expiry date, request a refund or a balance transfer. If this does not occur within the 255 day grace period, the card will be cancelled, with any remaining card balance and deposit transferred to TransLink.

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.

For *go* cards which have expired or been inactive for a period of 5 years, any balance on the card is returned to TransLink. All funds recovered this way are re-invested in public transport initiatives to improve the TransLink network.

Customers can still obtain a full refund of unused funds, at any time, even after the balance has been transferred to TransLink by completing this form.

Damaged or faulty cards

If you can't touch on or touch off and can see that other people can, your card may be faulty or damaged.

To ensure that you are using your *go* card correctly, please make sure:

- you are touching the *go* card flat to the card reader
- there is nothing that could interfere with the card – for example, ensure you are removing it from your wallet or bag
- there are no marks on the plastic.

If you continue to experience issues after these steps have been taken, there is a chance that your *go* card may be faulty in which case replacing your *go* card will be necessary.

To cancel your current *go* card and request a refund or balance transfer to your replacement card please complete this form and send to:

TransLink Cardholder Support
Reply Paid 83865
Brisbane QLD 4001
(No stamp required)

If you require further information on damaged or faulty cards please call TransLink on **13 12 30**.