Balance transfer and refund form

Complete this form if you would like to organise a balance transfer from your existing *go* card to a new card or to obtain a refund. To transfer your *go* card balance you must have another valid *go* card before completing this form.

If your *go* card is unregistered, then you must return your card along with a completed balance transfer and refund form. If your *go* card is registered, then you need to only return the completed form.

Note: If your *go* card is registered and it been lost or stolen, you can block your *go* card from any further use and protect your travel balance by contacting TransLink on 13 12 30 or logging into your online *go* card account.

Don't like to wait? You can block your registered *go* card immediately, arrange a new card and transfer the balance to the new card by calling **13 12 30**. You can also transfer the balance from your registered *go* card to a new card using your online account by visiting **translink.com.au**.

Please leave a box blank between words.

Applying to: (tick appropriate boxes)
Transfer my balance to a new card ▶ complete sections - A, B, C, E
In order to process the balance transfer on an unregistered card we first require the card be registered against the details in Section A of this form and that you nominate a security question.
Do you consent to this registration? Yes No
Please enter your security question
Please enter your security answer
If you do not wish to register your card then you can request a refund.
Refund my card balance ▶ complete sections - A, B, D, E
A) Cardholder details — You must complete the mandatory fields (🛛)
Cardholder/account holder
Title (if applicable) Mr Mrs Ms Dr
Given name Middle initial/s Family name
Postal address
City/Suburb State Postcode
Email address (no spaces)
Daytime phone Mobile phone
Authorised user (if applicable - is a nominated user linked to the card at time of application)
Given name Middle initial/s Family name
The answer to your security question if your card is registered

This is used to verify your identity and is nominated at the time of application - for example, mother's maiden name, name of first pet, or city or town where you were born. If you have multiple go cards to surrender, the answer to your security question must be the same for all go cards listed below. If it is not, separate forms must be completed.

You can check your security question by logging into your online *go* card account.

ge card

go card details

Please enter the number of the go card you are surrendering.

go card number (last 16 digits on back of card) *Attach an additional page if you have more that 4 cards

B) Balance transfer/refund reason -

Please indicate why a balance transfer/refund is sought: (tick one box only)

Card is lost or stolen - registered go cards only

- Card has expired
- No longer need card

Card is damaged or faulty

Card holder is deceased - please attach supporting documentation (ie: death certificate, funeral notice, letter from Public Trustee). Please note: you must be an authorised representative of the deceased card holder's estate.

C) Transfer balance to nominated go card -

Transfer balance to nominated go card

go card number (last 16 digits on back of card) transferring balance to							
Given name	Middle initial/s Family name						

D) Refund

You can obtain a refund of the balance on your go card plus any refundable deposit paid, less outstanding fares, fees and charges. Refunds will only be provided in Australian dollars and deposited into Australian bank accounts.

Bank details (credit card numbers are NOT accepted).

Please complete all sections.

Account name	
BSB number	
Account number	
Account holder authorisation	
Signature of account holder Date	
E) Cardholder balance transfer/refund agreement	
Print full name	
 acknowledge that I have read and agree to comply with the go card guide to balance transfers and refund* 	
 authorise TransLink to correct and complete details on this form and record and use the details supplied on this form in accordance with the TransLink Privacy Statement* 	
Signature of cardholder Date	
* available at translink.com.au or by calling 13 12 30.	
Lodgement information ————————————————————————————————————	
Please return this form and go card (if applicable) to:	

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