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 www.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 (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 90 days from expiry to change the expiry date, request a refund or a balance transfer. If this does not occur within the 90 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.
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 not registered, you must return your card with this form, unless your go card has been lost or stolen. In this case, you will need to phone us on 13 12 30 to register your go card and report it as lost or stolen. On receipt of this form your go card will be blocked. From that time, no one will be able to use your card and your card cannot be reactivated.

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 between words.

Applying to: (tick appropriate boxes)

- [ ] Transfer my balance to a new card ▶ complete sections - A, B, C, E
- [ ] 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 Miss Ms Dr

Given name [ ] Middle initial/s [ ] Family name [ ]

Home address

[ ] City/Suburb [ ] State [ ] Postcode [ ]

Postal address (if different to home address)

[ ] State [ ] Postcode [ ]

Email address (no spaces)

[ ] Email address cont... (no spaces) [ ]

Daytime phone [ ] Mobile phone [ ] Date of birth [ ] / [ ] / [ ]

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.

[ ] The answer to your security question if your card is registered [ ]
go card details

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

go card number (last 16 digits on back of card)

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 (if your card has not been reported as lost or stolen call TransLink immediately on 13 12 30)

☐ Card has expired (child or concession cards)

☐ Change of eligibility for card type

☐ No longer need card

☐ Card is damaged / faulty (please give description of fault)

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.

Name of financial institution where account is held

Account name

BSB number

Account number

Account holder authorisation

Signature of account holder  Date  

Sep 2016
E) Cardholder balance transfer/refund agreement

I, [Print full name], acknowledge that I have read and understood the go card guide to balance transfers and refunds* 

• agree to comply with the go card guide to balance transfers and refunds* 

• 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*

* available at translink.com.au or by calling 13 12 30.

Signature of cardholder ____________________________________________________________________________ Date __________/________/________

Lodgement information

Please return this form and go card (if applicable) to: 

TransLink Cardholder Support

Reply Paid 83865 

Brisbane QLD 4001 

(No stamp required)

Information is subject to change. Visit translink.com.au or call 13 12 30.