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**Refunds, Reimbursements
& Replacements**

Refunds, reimbursements and replacements

General rules

Most refunds, reimbursements or replacement mykis will require an appropriate application form to be completed. Forms are available from staffed railways stations, the MetShop, selected myki retailers, online at myki.com.au or metlinkmelbourne.com.au, and by calling 13 myki (13 6954). Where specified in this chapter, the customer will need to pay an administration fee of \$9.80.

A replacement myki will be required where a myki is lost, stolen, defective or damaged. A myki will also need to be replaced after 4 years when the card itself expires.

A customer can apply to have the value on their myki refunded at any time, with surrender of the myki and payment of an administration fee. Reimbursements may also be available for ticketing equipment faults, occasions of severe service disruption or where special circumstances affect the customer.

Damaged and defective tickets

Mykis and short term tickets which are not able to be touched on **are not valid for travel or entry to a station paid area**. A customer with a myki which is not operational must purchase short term tickets (or use another myki) to travel or enter a station paid area until they obtain a replacement myki.

Similarly, a customer using a short term ticket which is not operational must purchase another ticket in order to travel or enter a station paid area.

Defective tickets

A ticket is defective if it is unable to be electronically read, or if it processes fares incorrectly, and the ticket has not been visibly damaged or electronically interfered with. Mykis are warranted against operational defects when correctly used and looked after by the customer. If a myki becomes defective, it will be replaced free of charge.

Defective mykis are exchanged for new mykis – see Replacement mykis below.

Where a short term ticket becomes defective, the customer may seek reimbursement by completing a myki refund and reimbursement form and submitting this together with the defective short term ticket and its replacement.

Where a myki or short term ticket becomes defective in normal use, no administration fee is payable by the customer for replacement.

Damaged tickets

Damaged tickets include those that have become non-operational as a result of:

- Heat damage
- Water damage
- Being bent, punched through, torn, cut or chewed
- Damage that exceeds normal wear and tear

Damaged mykis will be replaced in the same way as defective mykis, but the customer will be required to pay a replacement fee of \$9.80.

Damaged short term tickets will not be replaced under any circumstances.

Lost or stolen tickets

Only registered mykis are eligible for replacement in the event that the ticket is lost or stolen. Anonymous mykis or short term tickets which are lost or stolen will not be replaced under any circumstances.

Holder (or account holder) of registered mykis whose myki has been lost or stolen should report this as soon as possible:

- Online at myki.com.au (available 24 hours a day)
- By calling 13 myki (13 6954) (during call centre hours of operation)

The myki will then be blocked and can no longer be used. Any value remaining on the myki is protected from the moment the customer reports it as lost/stolen, and can be transferred to a replacement card. The account holder remains liable for all transactions that occur on the myki until the time it is reported lost or stolen online or via the call centre as above.

If the customer requires a new myki, lost or stolen registered mykis will be replaced using the replacement process detailed below. A replacement fee of \$9.80 applies.



Change of concession status

Where a customer moves from concession to full fare (or vice versa), or changes between child or senior and another concession type, a new myki must be issued. Customers may surrender their old myki at a staffed railway station or the MetShop and receive a new myki of the appropriate type at no charge. They may also complete a refund and reimbursement form to receive a cheque for the remaining value on their old myki, and no administration fee is payable for this.

Replacement mykis

When a myki is damaged, defective or expired, or a registered myki is lost or stolen, or a customer's concession status changes, the customer can apply for their myki to be replaced.

All applications for replacement mykis require the customer to complete and submit a replacement myki application form (including their name and address), along with the myki that needs replacing (except for lost or stolen mykis). Replacement myki application forms are available at selected myki retailers, from myki.com.au, by calling 13 myki (13 6954) and from the locations below, and may be submitted with the myki to be replaced (where relevant) to:

- Staffed railway stations (including premium stations)
- The MetShop

Completed forms, together with the myki to be replaced (where relevant), can also be posted directly to the myki forms processing bureau.

Where a replacement fee applies (see above), this must be paid before the replacement application can proceed.

Replacement process

When a customer lodges a replacement myki form at a railway station or the MetShop, where possible they will be provided with a replacement myki on the spot and the balance from their old myki will be transferred within a few days.

Where on-the-spot replacement is not possible (eg. for personalised mykis), the customer will be provided with a Daily short term ticket for that day (defective and damaged mykis only).

A replacement myki will then be issued and posted to the customer (account holder) within a few days, including the remaining balance transferred from the old myki.

Customers should purchase short term tickets (or use another myki) to travel while awaiting receipt of their replacement myki. Concession customers must carry proof of concession entitlement in order to use concession short term tickets. Customers with valid myki passes will have the remaining days 'frozen' from the time they submit the application form until they touch on again after receipt of the replacement myki.

Refunds of unused value

A customer can apply to have the remaining value (myki money balance and any unused myki pass days) on their myki refunded at any time. The value of the myki card itself is non refundable.

Application for refund

Customers requiring refunds should complete a myki refund and reimbursement form and submit this to a staffed railway station, the MetShop, or by post to the myki forms processing bureau. The myki that the value to be refunded is on must be surrendered at the time of application, and will be blocked from further use. All customers (including anonymous cardholders) will be required to provide adequate personal details on the application form.

Refund process

All value on the myki will be refunded including myki money and the value of the remaining days of any myki pass.

An administration fee of \$9.80 applies for each myki the value on which is being refunded, and this fee will be deducted from the refund amount to be paid. Any value on a myki that is less than \$9.80 cannot be refunded. Refunds are provided by cheque posted to the customer (account holder).

Short term tickets

Refunds are not available on short term tickets. In circumstances of major disruption where services are cancelled and alternative services are not provided within a reasonable time, or where special consideration may apply, customers should apply for a reimbursement as described below.

Refunds, reimbursements and replacements

Reimbursements

In the following cases, a customer can apply for a reimbursement for value which has been used.

Severe service disruption

In the event of prolonged severe service disruption or industrial action, Metlink and/or transport operators will produce special bulletins to advise reimbursements arrangements. Severe service disruption is where regular services are unable to be provided, and replacement services are not available for an extended period of time.

To seek a reimbursement, a customer must complete a myki refund and reimbursement form, and submit this together with a short term ticket or myki card number which:

- Was valid for travel during the stoppage.
- Was not used on alternative or replacement services during the stoppage.

Reimbursements that are based on industrial stoppage or severe service disruption do not attract an administration fee. In such circumstances, the special bulletin will detail how to apply for the reimbursements.

Ticketing equipment faults

In case of a myki equipment fault, customers should complete a myki refund and reimbursement form and post it to the myki forms processing bureau. No administration fee applies for myki machine faults. Customers are requested to provide as much information as possible to assist in processing their claim.

Applications are cross referenced against the central computer system which continually monitors ticketing equipment and records faults.

Note that where a customer is charged a default fare as a result of no operational myki reader being available to touch off, they may contact the call centre on 13 myki (13 6954) to be reimbursed any amount greater than the correct fare. In this case they do not need to complete a form.

Medical conditions

In certain circumstances, reimbursements of all or some of the value of myki passes may be available for customers who have experienced medical problems.

Reimbursements due to medical conditions will only be allowed if the application meets the following requirements:

- The claim is accompanied by a doctor's certificate for the days claimed (statutory declarations are not accepted as proof).
- The customer has been unable to travel owing to illness for a minimum number of days:
 - for 7-day pass, at least 3 business days
 - for 28-70 day pass, at least 7 days
 - for 71-365 day pass, at least 7 days plus 2 days for each 30 days or part thereof in excess of 70.

A reimbursement based on a medical condition can be claimed for non-consecutive days of illness. However, a certificate must be produced for each of the days.

Special consideration

Reimbursements may be provided in unusual circumstances not covered by the above. Applications for reimbursements should be made using the myki refund and reimbursement form.

Customers are requested to include copies of any documentary evidence that supports their application for special consideration. An administration fee may apply.

Refund and reimbursement procedures

All refunds and reimbursements need to be made using the myki refund and reimbursement form. An administration fee may apply. Where a myki is managed by a separate account holder, any refund or reimbursement will be provided to the account holder.

Refunds and reimbursements can only be considered if the following conditions are met:

- The application form has been completed correctly, including signature.
- A claim is submitted in writing no later than 12 months after date the ticket was last used (for reimbursements) or 5 years after the ticket was last used (for refunds).
- The sale of the ticket can be traced.
- The ticket has not been reported lost, stolen or invalid.
- All criteria listed in the preceding sections are met.



- Documentary proof of claim is included, if required (eg. medical certificate).
- (For refunds) the myki concerned is included with the application form.

Any customer who applies for a refund, reimbursement or replacement, and provides false or misleading information may commit an offence and be subject to penalty.

Myki pass transfers

A customer can apply to have the value of the remaining days of a myki pass converted to:

- Myki money – providing the total myki money balance resulting is not greater than \$999.99; or
- (For myki passes initially purchased for more than 70 days) a myki pass valid for a different zone or range of zones. Where the new myki pass is more expensive, the customer must pay the additional amount required; where the new pass is cheaper, the difference will be paid to the customer as myki money.

An administration fee of \$9.80 will apply.

Customers must complete an application form and lodge this at the Flinders Street Station Master's Office, staffed V/Line stations or the MetShop, or post directly to the myki forms processing bureau. Myki pass transfers take a minimum of 10 days to process.

Surrendered tickets

These conditions apply if a ticket is surrendered in compliance with a request made under regulation 19 of the Transport (Ticketing) Regulations 2006.

In these conditions, "enforcement activity" means the issue and enforcement of an infringement notice or the bringing and prosecuting of proceedings for an offence.

If the holder of a ticket surrenders the ticket to an authorised officer while travelling in a passenger vehicle, the holder will be issued with a travel permit for the balance of the travel authorised by the ticket up to a maximum of seven days travel.

A surrendered ticket will be retained by the authorised officer or the member of the police force to whom the ticket was surrendered, or by the Department of Transport, at least until –

- a decision is taken to not proceed with any enforcement activity to which the ticket is relevant; or
- all enforcement activities to which the ticket is relevant are concluded.

When either of the events referred to in the immediately preceding paragraph occurs, the following conditions apply in respect of the surrendered ticket –

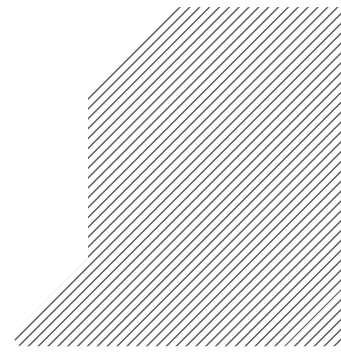
- If the ticket is a concession ticket which has been used by a person who has no entitlement to rely on the concession ticket for travel in a passenger vehicle or entry to a designated area –
 - no replacement tickets will be issued and no refund will be made, to the extent of the whole or part of any unused value remaining on the ticket at the time of surrender; and
 - the ticket will not be returned except as provided in the next succeeding dot point.
- If a person referred to in the immediately preceding dot point obtains an entitlement to rely on the concession ticket for travel in a passenger vehicle or entry to a designated area and –
 - applies for the return of the ticket; and
 - presents evidence of the relevant entitlement –

to the Department of Transport within 28 days of a decision to not proceed with any enforcement activity, or of the conclusion of all enforcement activities, to which the ticket is relevant, the ticket will be returned if it has any remaining unused value, but no replacement tickets will be issued, and no refund will be made, to the extent of the whole or part of any unused value remaining on the ticket at the time of surrender.

- If the ticket was fraudulently or, in some other way, dishonestly obtained or used –
 - no replacement tickets will be issued and no refund will be made, to the extent of the whole or part of any unused value remaining on the ticket at the time of surrender; and
 - the ticket will not be returned –

except as provided in the next succeeding dot point.

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- If the original holder of a fraudulently or dishonestly obtained or used ticket applies to the Department of Transport for the return of that ticket within 28 days of the conclusion of all enforcement activities to which the ticket is relevant and satisfies the Department that he or she was not a party to the deception or dishonesty —
 - (a) if the ticket has any remaining unused value, it will be returned to the original holder; and
 - (b) whether or not the ticket is returned under paragraph (a), the original holder is entitled to a replacement ticket or tickets, or a refund, to the extent of the whole of any unused value remaining on the ticket at the time of surrender, less, if the ticket is returned, any remaining unused value as at the date the ticket is returned.
- If the enforcement activities culminated in a successful prosecution of the holder of the ticket, the informant may seek an order for the forfeiture of the ticket. If such an order is not made by the Court, the ticket will be returned to the person prosecuted if it has any remaining unused value, but no replacement tickets will be issued, and no refund will be made, to the extent of the whole or part of any unused value remaining on the ticket at the time of surrender.
- If the enforcement activities culminated in the prosecution of the holder of the ticket and that prosecution resulted in the acquittal of the holder of the ticket on the charge or charges and if the holder makes application to the Department of Transport within 28 days of the Court's decision —
 - (a) if the ticket has any remaining unused value, it will be returned to the holder; and
 - (b) whether or not the ticket is returned under paragraph (a), the holder is entitled to a replacement ticket or tickets, or a refund, to the extent of the whole of any unused value remaining on the ticket at the time of surrender, less, if the ticket is returned, any remaining unused value as at the date the ticket is returned.
- If an infringement notice was issued and either —
 - (a) the penalty specified in the notice is paid before an enforcement order in respect of the notice is made; or
 - (b) if the notice becomes the subject of an enforcement order, the amount required to be paid under the order is paid —and if the holder of the ticket makes application to the Department of Transport within 28 days of the payment of the penalty or amount (as the case may be), the ticket will be returned to the holder if it has any remaining unused value, but no replacement tickets will be issued, and no refund will be made, to the extent of the whole or part of any unused value remaining on the ticket at the time of surrender.
- If —
 - (a) an infringement notice was issued; and
 - (b) the notice was lodged with the Infringements Registrar; and
 - (c) the notice was subsequently revoked by a Court; and
 - (d) under section 69 of the Infringements Act 2006, the matter is not referred to the Court —and if the holder of the ticket makes application to the Department of Transport within 28 days of receiving the notice under section 69(3) of the Infringements Act 2006 from the Infringements Registrar that the matter will not be referred to the Court —
 - (e) if the ticket has any remaining unused value, it will be returned to the holder; and
 - (f) whether or not the ticket is returned under paragraph (e), the holder is entitled to a replacement ticket or tickets, or a refund, to the extent of the whole of any unused value remaining on the ticket at the time of surrender, less, if the ticket is returned, any remaining unused value as at the date the ticket is returned.
- If an infringement notice was issued, but later withdrawn and either —
 - (a) a decision was made to not undertake any other enforcement activity to which the ticket is relevant; or
 - (b) an official warning is given to the holder of the ticket —and if the holder of the ticket makes application to the Department of Transport within 28 days of receiving the notice of withdrawal or warning letter (as the case may be) —
 - (c) if the ticket has any remaining unused value, it will be returned to the holder; and



- (d) whether or not the ticket is returned under paragraph (c), the holder is entitled to a replacement ticket or tickets, or a refund, to the extent of the whole of any unused value remaining on the ticket at the time of surrender, less, if the ticket is returned, any remaining unused value as at the date the ticket is returned.
- Unless the ticket is a ticket referred to in the first dot point above, if a decision was taken to not proceed with any enforcement activity to which the ticket is relevant, and if the holder of the ticket makes application to the Department of Transport —
 - (a) if the ticket has any remaining unused value, it will be returned to the holder; and
 - (b) whether or not the ticket is returned under paragraph (a), the holder is entitled to a replacement ticket or tickets, or a refund, to the extent of the whole of any unused value remaining on the ticket at the time of surrender, less, if the ticket is returned, any remaining unused value as at the date the ticket is returned.
 - An application under the last preceding dot point must be made no later than 28 days after the holder of the ticket receives advice from the Department of Transport that no enforcement activity to which the ticket is relevant will proceed.

