Opal Refund and Balance Transfer Policy

Electronic Ticketing System

Version 4.11

Opal Refund and Balance Transfer Policy

Contents

1. Introduction
2. Definitions
3. Reloadable Opal Cards
    A. Refunds
    B. Balance Transfers
    C. Adjustments
4. Single Trip Tickets
    A. Refunds
    B. Transfers
5. Opal Top Up and Single Trip Ticket Machine Transactional Errors
    A. Reimbursements
    B. Transfers
6. Approved Payment Device (Contactless Payments)
    A. Reimbursements
7. Forms

1. Introduction

This Opal Refund and Balance Transfer Policy:

I. sets out the terms upon which we will provide refunds under the Opal Ticketing System for reloadable Opal Cards and Single Trip Tickets;
II. describes the terms upon which we will transfer the balance of a reloadable Opal Card and the cost of a Faulty Single Trip Ticket to another Opal Card;
III. describes the terms upon which we will issue adjustments to the Opal Balance of a reloadable Opal Card;
IV. describes the terms upon which we will issue a reimbursement for a transactional error when an Opal Top Up and Single Trip Ticket machine is faulty or malfunctions; and
V. describes the terms upon which we will issue a reimbursement for an error when a fare using the Opal Ticketing System is purchased using a Device for the Designated Services;
VI. describes the terms upon which we will issue a reimbursement of the Reimbursable Amount for a Device Transactional Error for Approved Payment Devices.

2. Definitions

Capitalised terms that are not defined in this policy have the meaning given to them in the Opal Terms of Use which can be viewed online.

In this Opal Refund and Balance Transfer Policy:

Approved Payment Device as defined in clause 69 of the *Passenger Transport Regulation 2007* means a device that can be used for ticketing and/or payment (**Device**). Types of Devices that can be used include a contactless debit, credit, prepaid card or mobile device of a class approved by Transport for NSW.

Contactless Payments Reimbursement Form is available online to "Request a reimbursement" for individual trips in your contactless payments trip history (when you enter your contactless credit or debit card details online). It is also the "Contactless Payments Reimbursement Form" issued by us and available online.

Damaged means not capable of being read by an Opal Card Reader and subject to physical damage or electronic tampering by you or any other person or event subsequent to the acquisition of the Opal Card.

Designated Services means the Sydney Ferries services (i) departing Wharf 3 at Circular Quay travelling to Manly and (ii) departing Manly Ferry Wharf and travelling to Circular Quay

Device Transactional Error: A device transactional error occurs when you have used a Device charged to your debit or credit card account linked to your Device. A Device Transactional Error does not apply to a reloadable Opal Card.

Faulty means: (i) not Damaged but not capable of being read by an Opal Card Reader; or (ii) failing to comply with any applicable statutory guarantees.

Opal Card is the smartcard defined by the Opal Terms of Use. Unless otherwise stated in this Policy.

Opal Refund Form is the:

(a) "Opal card refund form" issued by us and which can be found online at transportnsw.info/opal-refund-form or at the end of this document; or or

(b) "Opal card refund for deceased estates form" issued by us and appearing at the end of this document.

Opal Return Address is Opal Customer Care, Locked Bag 5026, Alexandria, NSW, Australia, 2015.

Opal Top Up means to "add value" to a reloadable Opal Card as defined in the Opal Terms of Use.

Reimbursable Amount means the amount that is to be reimbursed or transferred after our system has determined a Transactional Error or Device Transactional Error has occurred and its value.

Service Disruption means Customer has not tapped on or tapped off due to a modal service disruption causing a diversion in their journey segment. In this situation the customer has taken an alternative route where they were unable to tap on/off and as a result have been charged a default fare.

Single Trip Ticket Refund or Transfer Form is the "Single Trip Ticket refund and balance transfer form" issued by us.

Transactional Error Reimbursement and Transfer Form is the "Transactional Error reimbursement and transfer form" issued by us.

Transactional Error: A transactional error occurs when you have**:**

(a) added value to a reloadable Opal Card or purchased a Single Trip Ticket through an Opal Top Up and Single Trip Ticket machine using cash and you have received less change from the machine than you are entitled to; or

(b) added value to a reloadable Opal Card or purchased a Single Trip Ticket through an Opal Top Up and Single Trip Ticket machine using cash and a value lower than the cash value paid has been added to your reloadable Opal Card or Single Trip Ticket; or

(c) added value to a reloadable Opal Card or purchased a Single Trip Ticket through an Opal Top Up and Single Trip Ticket machine using cash and the machine fails to deliver a Single Trip Ticket, or no value was added to your reloadable Opal Card; or

(d) added value to a reloadable Opal Card or purchased a Single Trip Ticket through an Opal Top Up and Single Trip Ticket machine using EFTPOS, a debit or credit card and a value lower than the value deducted from the relevant EFTPOS, debit or credit card has been added to your reloadable Opal Card or Single Trip Ticket; or

(e) added value to a reloadable Opal Card or purchased a Single Trip Ticket through an Opal Top Up and Single Trip Ticket machine using EFTPOS, a debit or credit card and the machine fails to deliver a Single Trip Ticket, or no value was added to your reloadable Opal Card.

3. Reloadable Opal Cards

You have the option of requesting either a refund of the Opal Balance of your reloadable Opal Card or if the Opal Card is registered, transferring the Opal Balance to another Opal Card. We do not provide refunds or balance transfers for unregistered Opal Cards that are lost or stolen.

This section does not apply to a Single Trip Ticket refund and transfer which is addressed in section 4 below) or a Transactional Error (which is addressed in section 5 below):

A. Refund

Entitlement

Subject to the Opal Refund and Balance Transfer Policy criteria listed below, you may claim a refund of the Opal Card Balance of a registered or unregistered Opal Card.

For you to receive a refund, the Opal Card must be:

- **Faulty**: the Opal Card is Faulty;
- **Damaged**: the Opal Card is Damaged;
- **Unwanted**: you no longer want to use the Opal Card;
- **Terms of Use**: you are permitted to do so by the Opal Terms of Use; or
- **Expired**: the Opal Card or any associated entitlement to concession travel has expired.

Conditions of Refund

We will issue refunds on the following conditions:

(a) **Return or destroy the Opal Card with an Opal Refund Form:** You must return the physical Opal

OFFICIAL

Card for which a refund is claimed by sending that Opal Card together with a signed and completed Opal Refund Form to the Opal Return Address. Alternatively, if using the digital Opal Refund Form (located at transportnsw.info/opal-refund-form), you must follow the instructions in this form regarding destroying the Opal Card and provide evidence of such upon submitting the digital Opal Refund Form.

If your Opal Card is registered, the name on the Opal Refund Form must match the name in the customer profile under which that Opal Card is registered unless you are applying for a refund on behalf of a deceased estate or are the parent or guardian of an Opal Card belonging to a child under the age of 16. If you are applying for a refund for a deceased estate, you will need to provide us with a copy of the death certificate or funeral notice and confirm that you have authority to act on behalf of the estate by completing the "Opal card refund for deceased estates form".

(b) **Provide true, accurate and up to date information:** You represent and warrant that the information provided in the Opal Refund Form is true, accurate and up to date.

(c) **Refund to bank account:** Refunds will be made to the Australian bank account specified in the Opal Refund Form that accompanies the returned Opal Card. If there is no Australian bank account specified in that Opal Refund Form, your refund will not be processed. Please contact Opal Customer Care for further assistance.

(d) **No refunds in cash or by credit card:** No refunds will be made in cash or to a credit card account.

(e) **Balances not funded:** No refunds will be made of any balance that was not funded by you or any other customer.

(f) **Refund of entire balance:** A refund will only be made to the full refundable balance of the Opal card (less any applicable charges or fees). The full refundable balance will be determined at the time we receive your refund request.

(g) **Cancellation of Opal card:** The Opal card for which a refund is sought will be cancelled.

(h) **Fees:** Where any information you provide on the Opal Refund Form is incorrect and we incur a bank fee as a result (for example, a reversal fee), we will charge you the fee we incur and will deduct this from the card balance.

(i) **Compliance with Terms of Use and laws:** We may reject any claim for a refund if you have not complied with the Opal Terms of Use, or this Opal Refund and Balance Transfer Policy, or if we have reason to suspect that an offence under any law may have been or may be committed.

(j) **Cancelled or expired Opal Cards:** In the case of a cancelled or expired Opal Card, you must claim a refund or request a balance transfer (subject to section 4 below) within 90 days from the date on which the Opal Card expired. If you do not do so, you will forfeit the Opal Card Balance of that expired Opal Card to us.

(k) **Lost or stolen Opal Cards:** We do not provide refunds for lost or stolen physical Opal Cards, but if a reloadable Opal Card is registered you may obtain a balance transfer in accordance with section B below. The unused Opal Card Balance of a lost or stolen unregistered Opal Card is not protected so you will not be able to arrange for a refund or balance transfer of a lost or stolen unregistered Opal Card.

(l) **Option for a balance transfer**: If your Opal Card is registered, you can obtain a balance transfer instead of a refund in accordance with section B below.

(m) **Refund to the cardholder only:** We will only make a refund to the person to whom an Opal card belongs, unless you are applying for a refund on behalf of a deceased estate or are the parent or guardian of an Opal card belonging to a child under the age of 16. This is the case even if another person has added value to that Opal card.

B. Balance Transfers

Entitlement

Subject to the Opal Terms of Use and this Opal Refund and Balance Transfer Policy, if an Opal Card is a registered reloadable Opal Card, we can arrange for a balance transfer for that registered Opal Card (**Original Opal Card**) to another registered Opal Card, if the Opal Card meets the criteria listed below. For you to receive a balance transfer, the Opal Card must be:

OFFICIAL

- **Lost or stolen:** the Original Opal Cardis lost or stolen;
- **Faulty:** the Original Opal Card is Faulty;
- **Damaged:** the Original Opal Card is Damaged;
- **Unwanted:** you no longer want to use the Original Opal Card; or
- **Expired:** the Original Opal Card or any associated entitlement to concession travel has expired.

Conditions of balance transfers

We will make balance transfers for Original Opal Cards on the following conditions:

(a) **Report lost or stolen card immediately:** If the Original Opal Card is lost or stolen you must notify us as soon as possible by calling 13 67 25 (13 OPAL).

(b) **Blocking:** We will take immediate steps to block and cancel the Original Opal Card as soon as you notify us that it is lost or stolen or that it is Damaged, Faulty or unwanted.

(c) **Request a balance transfer:** You may request a balance transfer by calling 13 67 25 (13 OPAL).

(d) **Balance transfer of entire balance:** A balance transfer will only be made in the amount of the full transferable balance of the Original Opal Card (less any applicable charges, fees). The full transferable balance can only be determined 24 hours after the time when (a) the Original Opal Card is reported as lost or stolen; or (b) the Original Opal Card is reported as Damaged, Faulty or unwanted.

(e) **Transfer to a registered Opal Card:** A balance transfer can only be made from the Original Opal Card to another Opal Card registered under the same customer profile.

(f) **Your co-operation:** You must do all that is necessary to obtain and register another Opal Card under the Original Opal Card's customer profile to enable the balance transfer to be made.

(g) **Reloadable Opal Cards only:** A balance transfer can only be made to and from reloadable registered Opal Cards.

(h) **Compliance with Terms of Use and laws:** We may decline to make a balance transfer if you have not complied with the Opal Terms of Use or if we have reason to suspect that an offence under any law may have been or may be committed.

(i) **Collecting a balance transfer:** If we make a balance transfer, the amount of the balance transfer will not be loaded on the Opal Card until you tap on at an Opal Card Reader. It is your responsibility to tap on at an Opal Card Reader to enable the balance transfer to be loaded on the Opal Card.

(j) **Balance transfer for the cardholder only:** We will only make a balance transfer for the person to whom an Opal Card belongs. This is the case even if another person has added value to that Opal Card.

C. Adjustments

Entitlement

Subject to the Opal Terms of Use and this Opal Refund and Balance Transfer Policy, you may claim an adjustment to the Opal Balance of your Opal Card if you have been charged the wrong fare or could not tap off because the reader was not working. You must request a fare adjustment within 90 days from when the fare was charged. Any Opal Balance adjustments you receive must be collected by tapping on at an Opal Card Reader within 60 days of the adjustment being applied, otherwise you will need to contact Opal Customer Care to reapply.

Conditions of adjustments

We will issue adjustments on the following conditions:

(a) **Complete the online enquiry:** You must complete the online enquiry form. For registered Opal Cards, complete the Opal enquiry form by logging in to your Opal account and selecting the 'Opal account enquiries' tab, then selecting 'Complaint – Opal fares' as the Enquiry Type. For unregistered Opal Cards, you can submit your

OFFICIAL

request through the Opal enquiries and feedback form on the website.

(b) **Provide true, accurate and up to date information:** You represent and warrant that the information provided in the Opal enquiry form is true, accurate and up to date.

(c) **Adjustment subject to our discretion:** Applications for adjustment are not automatically accepted and are individually reviewed for accuracy. We reserve the right to determine whether the fare was correctly charged and whether an adjustment needs to be applied to your Opal Balance.

(d) **Adjustment to Opal Balance:** Adjustments will be made to the balance of the Opal Card that was originally charged. Adjustments cannot be transferred to a different Opal Card.

(e) **No adjustments by cash, credit card or bank account:** Where the adjustment results in a credit to your Opal Balance, it will not be refunded to an Australian bank account or credit card account, nor will it be made in cash.

(f) **Balances not funded:** No adjustments will be made to any balance that was not funded by you or any other customer.

(g) **Fees:** Where any information you provide on the Opal enquiry form is incorrect and we incur a bank fee as a result (for example, a reversal fee), we will charge you the fee we incur and will deduct this from the card balance.

(h) **Compliance with Terms of Use and laws:** We may reject any claim for an adjustment if you have not complied with the Opal Terms of Use or this Opal Refund and Balance Transfer Policy, or if we have reason to suspect that an offence under any law may have been or may be committed.

(i) **Lost or stolen cards:** We do not provide adjustments on balances of lost or stolen physical Opal Cards, but if a reloadable Opal Card is registered you may obtain a balance transfer in accordance with section B above. The unused Opal Balance of a lost or stolen unregistered Opal Card is not protected so you will not be able to arrange for an adjustment to the balance of a lost or stolen unregistered Opal Card.

(j) **Time limit to request adjustment:** You must claim a fare adjustment within 90 days from the date on which the fare was charged.

(k) **Collecting the adjustment:** To receive the adjustment to your Opal Balance, you must collect it by tapping on at an Opal Card Reader within 60 days of the adjustment being applied.

(l) **Adjustment not collected:** If you did not collect the adjustment within the 60-day time limit, you will need to contact Opal Customer Care to reapply for an adjustment, still subject to (j) above (within 90 days of the original fare).

4. Single Trip Tickets

If you have a Faulty Single Trip Ticket, you have the option of requesting a refund of the cost of the Faulty Single Trip Ticket, or transferring the cost of the Faulty Single Trip Ticket to a reloadable Opal Card. We do not provide refunds or transfers for a lost, stolen or Damaged Single Trip Ticket, or in any other circumstances.

This section does not apply to Opal Top Up and Single Trip Ticket machine Transactional Errors, which are addressed in section 5 below.

A. Refunds

Entitlement

Subject to the Opal Terms of Use and this Opal Refund and Balance Transfer Policy, you may claim a refund of the cost of a Single Trip Ticket, if that Single Trip Ticket is Faulty because of an Opal Top Up and Single Trip Ticket machine malfunction.

OFFICIAL

Conditions

We will issue refunds for Faulty Single Trip Tickets on the following conditions:

(a) **Return the Single Trip Ticket with a Single Trip Ticket Refund and Balance Transfer Form:** You must return the Single Trip Ticket for which a refund is claimed by sending that Single Trip Ticket together with a signed and completed Single Trip Ticket Refund and Balance Transfer Form to the Opal Return Address.

(b) **Provide true, accurate and up to date information:** You represent and warrant that the information provided in the Single Trip Ticket Refund and Balance Transfer Form is true, accurate and up to date.

(c) **Refund to bank account** Refunds will be made to the Australian bank account specified in the Single Trip Ticket Refund and Balance Transfer Form that accompanies the returned Single Trip Ticket. If there is no Australian bank account specified in that Single Trip Ticket Refund and Balance Transfer Form, your refund will not be processed. Please contact Opal Customer Care for further assistance.

(d) **No refunds in cash or by credit card:** No refunds will be made in cash or to a credit card account.

(e) **Fees:** You are responsible for any fee imposed on us by your financial institution (for example, a transaction reversal fee). We will deduct this from the cost of the Single Trip Ticket which is refunded to you. If the fees and charges incurred exceed the value of the Single Trip Ticket, you will not receive a refund.

(f) **Lost or stolen or Damaged Single Trip Tickets:** We do not provide refunds for lost, stolen or Damaged Single Trip Tickets.

(g) **Compliance with Terms of Use and laws:** We may reject any claim for a refund if you have not complied with the Opal Terms of Use or this Opal Refund and Balance Transfer Policy, or if we have reason to suspect that an offence under any law may have been or may be committed.

(h) **Time limit:** You must claim a refund within 90 days from the date printed on the Single Trip Ticket.

B. Transfer

Entitlement

Subject to the Opal Terms of Use and this Opal Refund and Balance Transfer Policy, if a Single Trip Ticket is faulty we can arrange for a transfer of the cost of the Single Trip Ticket to a reloadable Opal Card.

Conditions of Transfer

We will make a transfer for the cost of a Faulty Single Trip Ticket on the following conditions:

(a) **Return the Single Trip Ticket with a Single Trip Ticket Refund and Balance Transfer Form:** You must return the Single Trip Ticket for which a transfer is claimed by sending that Single Trip Ticket together with a signed and completed Single Trip Ticket Refund and Balance Transfer Form to the Opal Return Address.

(b) **Provide true, accurate and up to date information**: You represent and warrant that the information provided in the Single Trip Ticket Refund and Balance Transfer Form is true, accurate and up to date.

(c) **Transfer of the full cost of the Single Trip Ticket**: A transfer will only be made for the full cost of the Single Trip Ticket (less any applicable charges or fees).

(d) **Transfer to a reloadable Opal Card**: A transfer of the cost of the Single Trip Ticket can only be made to a reloadable Opal Card.

OFFICIAL

(e) **Compliance with Terms of Use and laws**: We may decline to make a transfer of the cost of the Single Trip Ticket if you have not complied with the Opal Terms of Use or if we have reason to suspect that an offence under any law may have been or may be committed.

(f) **Collecting a Credit Value Transfer**: If we make a transfer, the amount of the transfer will not be loaded on the Opal Card until you tap on at an Opal Card Reader. It is your responsibility to tap on at an Opal Card Reader to enable the transfer to be loaded on the Opal Card.

5. Transactional Errors

If you have experienced a Transactional Error, you have the option of requesting a reimbursement or transferring the reimbursement to a reloadable Opal Card. Transactional Errors in this section 5 only applies to an Opal Top Up and Single Trip Ticket machine.

A. Reimbursement

Entitlement

Subject to the Opal Terms of Use and this Opal Refund and Balance Transfer Policy, if you have experienced a Transactional Error, we can arrange for a reimbursement of the Reimbursable Amount to an Opal Card.

Conditions of Reimbursement

We will issue reimbursements for Transactional Errors on the following conditions:

(a) **Return the Transactional Error Reimbursement and Transfer Form:** You must complete and sign the Transactional Error Reimbursement and Transfer Form for which the reimbursement is claimed and return it to the Opal Return Address.

If the Transactional Error relates to a reloadable Opal Card, you do not need to return the Opal Card with your form. However, you must note the 16-digit Opal Card number printed on your reloadable Opal Card on the form in order for your request to be processed.

If the Transactional Error relates to a Single Trip Ticket, you must return the ticket with your form (except in the case of a Single Trip Ticket you paid for but did not receive).

(b) **Provide true, accurate and up to date information:** You represent and warrant that the information provided in the Transactional Error Reimbursement and Transfer Form is true, accurate and up to date.

(c) **Reimbursement to bank account:** Reimbursements will be made to the Australian bank account specified in the Transactional Error Reimbursement and Transfer Form you submit. If there is no Australian bank account specified in that form, your refund will not be processed. Please contact Opal Customer Care for further assistance.

(d) **No reimbursements in cash or by credit card:** No reimbursements will be made in cash or to a credit card account.

(e) **Reimbursement of entire Reimbursable Amount:** A reimbursement will only be made for the entire Reimbursable Amount.

(f) **Fees:** You are responsible for any fee imposed on us by your financial institution (for example, a transaction reversal fee). We will deduct this from the Reimbursable Amount. If the fees and charges incurred exceed the value of the Reimbursable Amount, you will not receive a reimbursement.

(g) **Compliance with Terms of Use and Laws:** We may reject any claim for a reimbursement if you have not complied with the Opal Terms of Use or this Opal Refund and Balance Transfer Policy, or if we have reason to suspect that an offence under any law may have been or may be committed.

OFFICIAL

(h) **Time limit:** You must claim a reimbursement within 90 days from the date on which the Transactional Error occurred.

(i) **Reimbursement to the cardholder only:** In the case of a reimbursement for a Transactional Error that occurred when adding value to a registered Opal Card, we will reimburse the Reimbursable Amount to the person to whom the Opal Card belongs, unless you are applying for a reimbursement on behalf of a deceased estate, or are the parent or guardian of a child under the age of 16. This is the case even if another person has added value to that Opal Card.

B. Transfers

Entitlement

Subject to the Opal Terms of Use and this Opal Refund and Balance Transfer Policy, if you have experienced a Transactional Error, we can arrange for a transfer of the Reimbursable Amount to another physical Opal Card.

Conditions of Transfer

We will make transfers for the Reimbursable Amount to a registered reloadable Opal Card subject to the following conditions:

(a) **Return the Transactional Error Reimbursement Form:** You must sign and complete the Transactional Error Reimbursement and Transfer Form for which the transfer is claimed and return it to the Opal Return Address.

If the Transactional Error relates to a reloadable Opal Card, you do not need to return the Opal Card with your form. However, you must note the 16-digit Opal Card number printed on your reloadable Opal Card on the form in order for your request to be processed.

If the Transactional Error relates to a Single Trip Ticket, you must return the ticket with your form (except in the case of a Single Trip Ticket you paid for but did not receive).

(b) **Provide true, accurate and up to date information:** You represent and warrant that the information provided in the Transactional Error Reimbursement or Transfer Form is true, accurate and up to date.

(c) **Transfer of entire Reimbursable Amount:** A transfer can only be made for the Reimbursable Amount (less any applicable charges or fees).

(d) **Transfer to a reloadable Opal Card:** A transfer of the Reimbursable Amount can only be made to a reloadable Opal Card. If the reloadable Opal Card that was subject to a Transactional Error is a registered Opal Card, the Reimbursable Amount must be transferred to that registered Opal Card.

(e) **Compliance with Terms of Use and laws:** We may decline to make a transfer of the Reimbursable Amount if you have not complied with the Opal Terms of Use or if we have reason to suspect that an offence under any law may have been or may be committed.

(f) **Collecting a credit value transfer:** If we make a transfer, the amount of the transfer will not be loaded on the Opal Card until you tap on at an Opal Card Reader. It is your responsibility to tap on at an Opal Card Reader to enable the transfer to be loaded on the Opal Card.

6. Approved Payment Device (Contactless Payments)

If you have experienced a Device Transactional Error you can request a reimbursement of the Reimbursable Amount to a debit or credit card account which was used to pay for travel on the Opal Ticketing System.

OFFICIAL

A. Reimbursement

Entitlement

Subject to the Opal Terms of Use and this Opal Refund and Balance Transfer Policy, if you have experienced any one of the following circumstances we can arrange for a reimbursement of the Reimbursable Amount to a debit or credit card account which was used to pay for travel on the Opal Ticketing System:

- A Device Transactional Error.
- Unable to tap off due to an emergency evacuation or power outage.
- Charged a default fare due to a Service Disruption.

Conditions of Reimbursement

We will issue reimbursements on the following conditions:

(a) **Request Contactless Payment Reimbursement:** You must complete and submit your request via the online form for contactless payments reimbursement. Simply enter the details of your credit or debit card, find the relevant trip and request reimbursement. If the scenario is such that there is not a relevant trip to select, you need to complete and submit the online Contactless Payments Reimbursement Form.

(b) **Provide true, accurate and up to date information:** You represent and warrant that the information provided in the Contactless Payment Reimbursement Form or online request is true, accurate and up to date.

(c) **Reimbursement to debit/credit card account linked to your Device:** Reimbursements will be credited to your next fare. If you do not travel using the same Device within 7 days of the credit, reimbursements will be made to your debit/credit card account linked to your Device and used for the transaction as specified in the submitted Contactless Payment Reimbursement Form or online request.

(d) **No reimbursements in cash or by cheque:** No reimbursements will be made in cash or by cheque.

(e) **Card issuer Fees:** You are responsible for any fee imposed on us by your financial institution (for example, a transaction reversal fee). We will deduct this from the cost of the fare using the Opal Ticketing System which is reimbursed to you. If the fees and charges incurred exceed the value of the fare using the Opal Ticketing System, you will not receive a reimbursement.

(f) **Compliance with Terms of Use and laws:** We may reject any claim for a reimbursement if you have not complied with the Opal Terms of Use or this Opal Refund and Balance Transfer Policy, or if we have reason to suspect that an offence under any law may have been or may be committed.

(g) **Time limit:** You must claim a reimbursement within 80 days from the date the transaction occurred.

OFFICIAL

Opal Card Refund for Deceased Estates

How to use this form:

- Please fill out sections 1 to 4 in CAPITAL LETTERS using a black pen.
- Please ensure you've provided Australian bank account details and the account holder has signed the section titled 'Australian bank account details'.
- Please ensure you have signed the refund agreement section.
- For Opal Terms of Use, Opal Refund and Balance Transfer Policy and Opal Privacy Policy please visit **transportnsw.info.opal**

After you've completed this form:

- Return the completed form, together with the Opal card and supporting documents, to: **Opal Customer Care, Locked Bag 5026, Alexandria, NSW, 2015**. Do not staple or perforate the Opal card.
- Please allow up to 20 business days for this form to be processed.

Remember to enclose the Opal card and the Death Certificate or funeral notice. Your refund application will not be accepted unless these are enclosed.

1. Refund Claimant details

Title

☐ Mr ☐ Mrs ☐ Ms ☐ Dr ☐ Other

First name

Last name

Australian postal address: Number and street

Suburb

State

Postcode

Email address

Phone number ( )

Relationship to the deceased

2. Registered Opal cardholder details

Opal card number

Title

☐ Mr ☐ Mrs ☐ Ms ☐ Dr ☐ Other

First name

Last name

Postal address: Number and street

Suburb

State

Postcode

Country

Email address

Phone number ( )

Supporting documentation attached

☐ Death certificate ☐ Funeral notice

3. Australian bank account details

Please provide the Claimant's bank account details here. This information will be used to credit the refundable balance on the deceased's Opal card to the nominated bank account.

Bank or financial institution

Branch

BSB

Account number

Account holder name

Signature of account holder

Date of transaction D D / M M / Y Y Y Y

4. Opal card refund agreement – declaration of Claimant's capacity to act

By signing below you:

- Represent and warrant you are a representative of the deceased person (named above) and are authorised to deal with Transport for NSW (TfNSW) in respect of the deceased's Opal card.
- Represent and warrant that the information provided in this form is true, accurate and up to date.
- Agree to compensate TfNSW for any loss or liability TfNSW incurs if this declaration, or any of the information provided by you in this form, is incorrect.
- Agree refunds will be made in accordance with the Opal Terms of Use and Opal Refund and Balance Transfer Policy.
- Accept that (i) no refunds will be made in cash, (ii) refunds will only be made in the amount of the total balance of the Opal card (less applicable charges); and (iii) no refund will be given unless the Opal card for which a refund is sought is physically returned with this form.
- Agree that if the Opal card is registered, the name of the deceased on this form must match the name of the profile under which the card is registered.
- Accept that the Opal card will be cancelled.
- Release TfNSW, to the full extent permitted by law, from all liability in relation to the Opal card and its Opal card balance and in relation to this refund form, upon receipt by the undersigned of a refund.

Claimant signature

Print your full name

Date D D / M M / Y Y Y Y

Office use only: Date D D / M M / Y Y Y Y

COR011 Opal card refund for deceased estates

Opal Card Refund Form

Opal cards last for at least 8 years. Instead of a refund, consider keeping your card until you need it again.

Essential:
- Refunds can only be deposited into an Australian bank account.
- You must enclose your Opal card with this refund request form.

How to use this form:
- Please fill out the top section in CAPITAL LETTERS using a black pen.
- Please ensure you have provided Australian bank account details and the account holder has signed the section titled 'Refund to my Australian bank account'.
- Please ensure you have signed the refund agreement section.

After you have completed this form:
- Keep the tear-off section at the bottom of the form for your records.
- Return the completed form, together with the relevant Opal card, to: **Opal Customer Care, Locked Bag 5026, Alexandria NSW 2015**. Do not staple or perforate the Opal card.
- Please allow up to 20 business days for this form to be processed.

For Opal Terms of Use, Opal Refund and Balance Transfer Policy and Opal Privacy Policy please **visit transportnsw.info/opal**.

Cancel my enclosed Opal card

Reason: ☐ Not working ☐ No longer required ☐ Other (write reason here)

Opal card number (first16 digits only) *–Please enclose this card with this form)*

☐☐☐☐ ☐☐☐☐ ☐☐☐☐ ☐☐☐☐

Title ☐ Mr ☐ Mrs ☐ Ms ☐ Dr ☐ Other

First name

Last name

Australian postal address: Number and street

Suburb

State

Postcode

Phone number ( )

Email address

Refund to my Australian bank account

Please provide the Claimant's bank account details here. This information will be used to credit the refundable balance on your Opal card back to your bank account..

Bank or financial institution

Branch

BSB

Account number

Account holder name

Signature of account holder

Date of transaction D D / M M / Y Y Y Y

Opal card refund agreement – please read and sign below

By signing below you:
- Represent and warrant that the information provided in this refund form is true, accurate and up to date;
- Agree that refunds will be made in accordance with the Opal Terms of Use and Opal Refund and Balance Transfer Policy;
- Accept that Transport for NSW has the right to determine the method by which a refund is made and may elect to make refunds via a transfer to an Australian bank account instead of making a refund to a credit card;
- Accept that (i) no refunds will be made in cash, (ii) refunds will only be made in the amount of the total balance of the Opal card (less applicable charges); and (iii) no refund will be given unless the Opal card for which a refund is sought is physically returned with this form;
- Agree that if the Opal card is registered, the name on this form must match the name of the profile under which the card is registered;
- Accept that the Opal card will be cancelled; and
- Release Transport for NSW, to the full extent permitted by law, from all liability in relation to the Opal card and its Opal card balance and in relation to this refund form, upon receipt by the undersigned of a refund.

Claimant signature

Print your full name

Date D D / M M / Y Y Y Y

Privacy: For information on how we handle such personal information we refer you to the Opal Privacy Policy published on **transportnsw.info/opal.**

Office use only:

Date D D / M M / Y Y Y Y Processed by Opal Customer Care

COR011 Opal Card Refund Form

Please complete, tear off and retain this section. Please allow up to 20 business days for this form to be processed.

Opal card number ☐☐☐☐ ☐☐☐☐ ☐☐☐☐ ☐☐☐☐

Date D D / M M / Y Y Y Y

NSW Transport

Transactional Error Reimbursement and Transfer Form

Essential:

- Reimbursements can only be made by:
  - deposit to an Australian bank account;
  - transfer to a reloadable Opal Card.
- If the Opal Top Up and Ticket machine issued a receipt in relation to your Opal Card Top Up or printed a Single Trip Ticket, please enclose your receipt or Single Trip Ticket with this Reimbursement Form. This will help us to verify your claim for reimbursement more quickly.

How to use this form:

- Please fill out sections 1 to 6 in CAPITAL LETTERS using a black pen.
- Please ensure you have provided Australian bank account details and the account holder has signed the section titled
- 'Australian bank account details', or that you have provided an Australian address to which an Opal Card can be sent.
- Please ensure you have signed the reimbursement agreement section.

After you have completed this form:

- Return the completed form to **Opal Customer Care, Locked Bag 5026,**
- **Alexandria, NSW, 2015**, together with:
  - the Opal Card number or Single Trip Ticket number;
  - your supporting documents; and
  - where there has been incorrect change dispensed from the Opal Top Up
  - and Ticket machine, details of the discrepancy. Do not staple or perforate the Single Trip Ticket.
- Keep the tear-off section at the bottom of the form for your records.
- Please allow up to 20 business days for this form to be processed.

For Opal Terms of Use, Opal Refund and Balance Transfer Policy and Opal Privacy Policy please visit **transportnsw.info/opal**

1. Reason for reimbursement

Please tick the applicable box:

- ☐ Incorrect or no change dispensed from the Opal top up and ticket machine
- ☐ No amount added to Opal card
- ☐ Faulty Single Trip Ticket
- ☐ Single Trip Ticket paid for but not dispensed

Please provide the following information (as applicable):

- ☐ What is the total amount of cash that you paid into the machine?
- ☐ What is the amount of change that was dispensed?
- ☐ What is the amount of change that should have been dispensed?
- ☐ What is the amount of cash in dispute?
- ☐ What is the amount that was credited to your Opal card?
- ☐ What is the amount that should have been credited to your Opal card?
- ☐ What is the amount that was printed on your Single Trip Ticket?
- ☐ What is the amount that should have been printed on your Single Trip Ticket?
- ☐ If you paid for a Single Trip Ticket but did not receive it,what did you pay for that Single Trip Ticket?

What is the Opal Card number or Single Trip Ticket number printed on your Opal Card or Single Trip Ticket (as applicable)?

☐☐☐☐ ☐☐☐☐ ☐☐☐☐ ☐☐☐☐

2. Details of the Opal Top Up and Ticket machine

Date of transaction D D / M M / Y Y Y Y Time of transaction

Location of Top Up and Ticket Machine

3. Customer details

Title

☐ Mr ☐ Mrs ☐ Ms ☐ Dr ☐ Other

First name

Last name

Postal address: Number and street

Suburb

State

Postcode

Email address

Phone number ( )

Relationship to the deceased

NSW Transport

4. Details to locate the transaction

Payment method used ☐ Cash ☐ Mastercard ☐ Visa ☐ AMEX

Payment card details, if applicable: First six digits ☐☐☐☐☐☐ Last four digits ☐☐☐☐

Name on card

Expiry date on card MM / YY

5. Method of Reimbursement or Balance Transfer

☐ Electronic Funds Transfer to my Australian bank account. Please complete section 6 below *(Note: If you do not supply an Australian bank account, your refund will not be sent).*

☐ To my existing reloadable Opal card. Please provide your Opal card number (16 digits). *(Note: If the reloadable Opal card that was subject to a transactional error is a registered Opal card, the Reimbursable Amount must be transferred to that registered Opal card).*

☐☐☐☐ ☐☐☐☐ ☐☐☐☐ ☐☐☐☐

6. Reimburse to my Australian bank account

Bank or financial institution

Branch

BSB

Account number

Account holder name

Signature of account holder

Date of transaction DD / MM / YYYY

7. Opal card refund agreement – declaration of Claimant's capacity to act

By signing below you:

- Represent and warrant that the information provided in this reimbursement form is true, accurate and up to date;
- Agree that reimbursements will be made in accordance with the Opal Terms of Use and Opal Refund and Balance Transfer Policy;
- Accept that Transport for NSW has the right to determine the method by which a reimbursement is made and may elect to make reimbursement via transfer to an Australian bank account only;
- Accept that you must claim a reimbursement within 90 days from the date on which the Transactional Error occurred;
- Accept that:
  - no reimbursement will be made in cash; and
  - reimbursements will only be made for the amount of the Transactional Error (less applicable charges or fees);
- Agree that if the Opal Card that was subject to a Transactional Error is registered, the name on this form must match the name of the profile under which the card is registered;
- Accept that Transport for NSW has the right to decline the reimbursement application if:
  - the conditions for reimbursement have not been met; or
  - you have not complied with the Opal Terms of Use; and
- Release Transport for NSW, to the full extent permitted by law, from all liability in relation to:
  - the Transactional Error; and
  - this reimbursement form, upon receipt by the undersigned of a reimbursement.

Privacy:

The personal information collected for the purposes of the Opal Card Ticketing System will be treated in accordance with the *Privacy Personal Information Protection Act 1988 (NSW)*. For information on how to handle such personal information we refer you to the Opal Privacy Policy published on **transportnsw.info/opal**

Signature

Print your full name

Date DD / MM / YYYY

COR011 Transactional Error Reimbursement and Transfer Form

Office use only:

Opal card number (16 digits)

Single Trip Ticket number (10 digits)

Date DD / MM / YYYY Amount

Please complete, tear off and retain this section. Please allow up to 20 business days for this form to be processed.

STT ☐☐☐☐☐☐☐☐☐☐ Date DD / MM / YYYY

Amount

NSW Transport