



Contactless Payments Reimbursement Form

Essential:

- As per the *Opal Refund and Balance Transfer Policy*, a reimbursement **can only** be made if you were:
 - charged an incorrect fare amount
 - unable to tap off due to an emergency evacuation or power outage
 - charged a default fare due to a service disruption
 - A reimbursement can only be applied to the card that was used for the transaction.
 - Any card issuer fees applied to the transaction **will not** be reimbursed. You need to contact your financial institution regarding the reimbursement of any card fees.
- If the reimbursement is for a payment made by a:
 - payment card, please complete section 3.1
 - mobile payment device, please complete sections 3.1 and 3.2

After you have completed this form:

- Return the completed form to **Opal Customer Care, Locked Bag 5026, Alexandria, NSW Australia 2015.**
- Keep a copy of this completed form for your records.
- Please allow for approximately 20 business days for this form to be processed.

How to use this form:

- Fill out sections 1 to 4 in CAPITAL LETTERS using a black pen; OR type the details in sections 1-3, print the form, and then sign section 4.

For the *Opal Terms of Use* and the *Opal Refund and Balance Transfer Policy*, see transportnsw.info

1. Customer details:

Title	<input type="checkbox"/> Mr	<input type="checkbox"/> Mrs	<input type="checkbox"/> Ms	<input type="checkbox"/> Dr	Other	<input type="text"/>
Family name					Given name	<input type="text"/>
Method of contact:						
Email address					Contact number (including country and area code)	(<input type="text"/>) <input type="text"/>

2. Trip details:

Trip date	<input type="text"/> <input type="text"/> <input type="text"/> / <input type="text"/> <input type="text"/> <input type="text"/> / <input type="text"/> <input type="text"/> <input type="text"/>	Time trip was taken	<input type="text"/> : <input type="text"/> <input type="text"/> am <input type="text"/> pm
Tap on location	<input type="text"/>	Destination	<input type="text"/>
Fare Charged (AUD)	<input type="text"/>	Estimated reimbursement amount (AUD)	<input type="text"/>
Reason for reimbursement	<input type="checkbox"/> Incorrect fares charged		
	<input type="checkbox"/> Unable to tap off at station <input type="text"/>		
	<input type="checkbox"/> Default fare due to Service Disruption		

3. Payment details:

If your payment was made using a payment card, please complete 3.1.
If your payment was made using a mobile payment device, please complete 3.1 and 3.2.

3.1. Payment cards (mandatory)

Payment card number			
First six digits	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	Last four digits	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
Name on card	<input type="text"/>		
Expiry date on card	<input type="text"/> <input type="text"/> / <input type="text"/> <input type="text"/>		



Contactless Payments Reimbursement Form

3.2. Mobile payment devices (additional information required)

Device account number

Last four digits

4. Reimbursement agreement (please complete all sections, print the form, read and sign below):

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 the *Opal Refund and Balance Transfer Policy*;
- Accept that you must claim a reimbursement within 90 days from the date on which the transactional error occurred;
- Accept that:
 - a reimbursement will only be applied to the card that was used for the transaction; and
 - reimbursements will only be made for the amount of the transactional error (less applicable charges or fees);
- 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 the *Opal Refund and Balance Transfer Policy*
- 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.

Signature

Print your name

Date / /

Office use only:

Reimbursement reference ID

Date / /

Amount