



Transactional Error Reimbursement and Transfer Form

Essential:

- Reimbursements can only be made by:
 - deposit to an Australian bank account;
 - cheque posted to an Australian address; or
 - 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 a cheque or 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.
- Reimbursements paid by cheque involve additional processing time.

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 Time of transaction

Location of Top Up and Ticket Machine

3. Customer details:

Title Mr Mrs Ms Dr Other

Last name First name

Postal address – Number and street

Suburb State Postcode

Email address Phone number ()

4. Details to locate the transaction:

Payment method used Cash MasterCard Visa

Payment card details, if applicable

First six digits Last four digits

Name on card Expiry date on card /



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5. Method of Reimbursement or Balance Transfer:

Please tick one option

- Electronic Funds Transfer to my Australian bank account. Please complete section 5 below (Note: If you do not supply an Australian bank account your reimbursement will be sent by cheque to the Australian address you provide, unless the amount is less than \$5.00 [after the deduction of any applicable charges or fees], in which case you must provide an Australian bank account for reimbursement)
- By cheque sent to the postal address detailed above (Note: cheques will not be made for amounts less than \$5.00 [after the deduction of any applicable charges or fees])
- 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).

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6. Reimburse to my Australian bank account:

Bank or financial institution		Branch	
<input type="text"/>		<input type="text"/>	
BSB	Account number	Account holder name	
<input type="text"/>	<input type="text"/>	<input type="text"/>	
Signature of account holder		Date of transaction	
<input type="text"/>		<input type="text"/> <input type="text"/> / <input type="text"/> <input type="text"/> / <input type="text"/> <input type="text"/>	

7. Reimbursement Agreement – please 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 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 a cheque or a transfer to an Australian bank account only;
- Accept that reimbursements by cheque will not be made for amounts less than \$5.00 (after the deduction of any applicable charges or fees) and that cheques cannot be sent to an address outside of Australia;
- 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;
- Agree that if an Australian bank account has not been provided on this form or the customer has not selected for the reimbursement to be transferred to a reloadable Opal Card, a cheque will be mailed to the Australian postal address

- provided on this form (unless the amount to be reimbursed is less than \$5.00, in which case an Australian bank account or permission to transfer the amount to a reloadable Opal Card must be provided);
- Acknowledge that reimbursements paid by cheque involve additional processing time; 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 name

Date / /

Office use only:

Opal card number (16 digits)

Single Trip Ticket number (10 digits)

Date / / Amount

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Please complete, tear off and retain this section. Please allow up to 20 business days for this form to be processed. Refunds paid by cheque involve additional processing time.

STT

Amount

Date / /

