

# media release

12 November 2012

## SERVICE LAUNCHED TO TRANSFER METCARDS TO MYKI

Starting today, Melburnians with unused individual or multi-trip Metcards can conveniently transfer their value to a new or existing myki card at all metropolitan Premium Station ticket offices.

myki currently accounts for more than 90 per cent of metropolitan ticket validations across all modes.

Transport Ticketing Authority Chief Executive Officer Bernie Carolan said that passengers will benefit from a smooth transition to the smartcard system.

“We have recently completed the rollout of myki equipment to station ticket offices and we are now able to transfer the value of unused Metcards for anyone with individual or multi-trip tickets,” Mr Carolan said.

“This will help passengers who haven’t yet got a myki and are using up their Metcards to obtain a myki and retain the value of their trips in a single, straightforward transaction.

“Passengers who already have a myki can find any unused Metcards they have at home and gain the benefit of using the equivalent top up value at myki lowest fare rates.

“Passengers are encouraged to transfer their Metcards to myki money now so they can continue using public transport without a hitch.”

Passengers holding unused or partly used 2-hour, Daily, Seniors Daily, 10 x 2-hour, 5 x Daily, 5 x Seniors Daily, 5 x Weekend Daily, City Saver, 10 x City Saver, Off-Peak Daily and Sunday Saver Metcards will receive the value of these tickets at the 2012 fare rate.

There is no administration fee for transferring unused or partly used Metcards to a myki.

If a customer does not yet have a myki card, the relevant purchase cost of a myki will be deducted from the value to be transferred.

Mr Carolan explained that some limitations are in place to ensure the process runs smoothly and doesn’t negatively affect the normal operation of ticket offices.

“To avoid delays, applications for transfers should be made during off-peak times, between 9.30am and 4.00pm and after 6.00pm weekdays, or all day on Saturdays, Sundays and public holidays,” Mr Carolan said.

“There is a maximum of 10 Metcards that can be transferred in a single transaction, and a limit of \$250 myki money that can be loaded to a myki per transaction.

“If the amount exceeds \$250 it can be transferred in separate transactions, up to the card balance limit of \$999.99.

“Anyone with queries about the transfer process should seek information from ticket office staff at Premium Stations or call Public Transport Victoria on 1800 800 007.”

Weekly, Monthly and Yearly Metcards cannot be transferred at station ticket offices and must be posted with a Metcard Replacement or Refund Application Form, available at Premium Stations or by download from [www.ptv.vic.gov.au](http://www.ptv.vic.gov.au).

Passengers with more than 10 Metcards or who are unable to attend a Premium Station can also use the form to apply for a transfer to myki money.

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Postal applications are subject to a maximum of \$800 myki money that can be added to a myki, to minimise the possibility of exceeding the card balance limit.

An application where the total value exceeds \$800 and a transfer to myki money is requested will be issued in full via cheque and no administration fee applies.

All other refunds requested to be paid via cheque are subject to a \$9.80 administration fee.

Metcard ends in Melbourne on the last service of Friday, 28 December 2012 (i.e. 3.00 am Saturday morning).

From the first service of Saturday, 29 December 2012, all passengers using public transport will require a myki to travel on metropolitan trains, trams and buses.

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Note to editors: Public Transport Victoria (PTV) provides a single point of contact for customers wanting information on public transport services, fares, tickets and initiatives. Customers can continue to call 13 6954 (13 myki) with myki enquiries and select the myki option after being immediately transferred to the PTV call centre menu.



it's your key