



Metcard Compensation claim form

Eligible customers

Customers who:

- used a monthly, six-monthly or yearly Metcard
- active for the first day of the compensation month in question
- on our train system

are eligible for the free daily ticket/s for the equivalent zone/s.

It is essential that you enclose your expired ticket or a photocopy of both sides of your ticket if you are still using it.

Only one claim per customer will be accepted.

We will accept claims up to 6 weeks post publication of results.

Claim process

1. Complete details below.
2. Attach the Metcard (if it has expired) or a photocopy of both sides of the ticket if you are still using it.
3. Place this form, your expired ticket or photocopy of both sides of the ticket in a business sized envelope.
4. Send to:
Metro Trains Melbourne
Reply Paid 6422
St Kilda Rd Central
Melbourne VIC 8008
No postage stamp is required.
5. If your claim is approved, the full fare daily ticket/s for the equivalent zone/s will be posted to the mailing address below.

Tick

Please complete all fields neatly in block capitals, as incomplete or illegible forms cannot be processed.

YOUR DETAILS (The person applying)

Title Mr Mrs Ms Other

First Name

Surname

Street Address

Suburb

State Postcode

Email @

Work Phone MONTH of CLAIM

Home Phone

Mobile Phone

YOUR INDIVIDUAL TICKET DETAILS (Ticket copy attached)

Ticket Number

Ticket Expiry Date D M Y

Ticket Held Yearly Six Monthly Monthly *Mark one option only with an "X"

Zone 1 Zone 2 Zone 1 + 2 *Mark one option only with an "X"

Normal Train Line Alamein Lilydale Belgrave Craigieburn Upfield Epping Frankston Glen Waverley Hurstbridge Pakenham Cranbourne Sandringham Werribee Williamstown Sydenham

As an eligible customer, I hereby apply for compensation for service levels.

Signature: _____

Date: _____