



# 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  Upfield  Craigieburn  Epping  Frankston  Glen Waverley  Hurstbridge  Cranbourne  Pakenham  Sandringham  Werribee  Williamstown  Sydenham

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

Signature: \_\_\_\_\_

Date: \_\_\_\_\_