

# Frequently Asked Questions

## Free Saturday travel for Victorian Seniors and upcoming myki mailout

### I heard that I will now be getting free travel on Saturdays with a senior myki?

- The government has recently announced that from 1 January 2011 seniors with a myki now get free travel in two consecutive zones on Saturdays as well as Sundays.
- *Secondary messages:*
  - To access free travel, you must have a positive myki money balance of \$0.01 or more.
  - Remember to touch on and touch off every time you use your myki, even when travel is free. This allows you to keep track of your trips.

### How does the free travel on weekends work?

- With a senior myki you will be entitled to free travel across two consecutive zones right across Victoria.
- If you are in Melbourne, this means you can travel anywhere in Zones 1&2, all day, free of charge.
- If you are in Geelong, you can travel from the Bellarine Peninsula into Geelong and travel around all day free of charge on a Saturday (from 1 January 2011) or Sunday.

## **What happens if I travel across more than two zones?**

- If you travel across more than two zones on a Saturday (from 1 January 2011) or a Sunday you will be charged at the normal concession rate for the travel undertaken.
- For example, if you travel in three consecutive zones you will pay for travel in all three zones. You will not receive two zones for free and pay for travel in only one zone.

## **Are there any other benefits I get with a senior myki?**

- One key benefit you get with a senior myki is that you never have to know what ticket you need to purchase, myki does it all for you.
- You just need to top up before you travel, touch on and touch off and myki calculates the best fare.
- As a senior, you will never pay more than \$3.30 to travel across Zones 1&2 on a weekday.
- You also get free travel across two consecutive zones on Saturdays (from 1 January 2011) and Sundays.

## **Do I still get a free myki?**

- Yes. If you are already registered for the Sunday Pass you will receive a free myki in the post.
- If you don't have a Sunday Pass and would like free Sunday travel (and weekend travel from 1 January 2011), you can do so by picking up an application form from [myki.com.au](http://myki.com.au), premium train stations, staffed V/Line stations and the MetShop.
- Mail in the completed application form and a free senior myki will be posted to you before the end of the year.
- The existing Sunday Pass application will continue to be accepted until it is replaced by the myki Free Weekend Travel Application form from 1 January 2011.

## **When will I be getting my myki?**

- We will start sending myki cards to seniors in the mail in September.
- We need to send out more than 400,000 cards and it's going to take us about 10 weeks to complete.
- We ask for your continued patience as we distribute your myki.
- Until you receive your myki, you can continue using the Sunday Pass to access free Sunday travel.

## **I am a senior but I don't have a Sunday Pass, how do I get a free myki?**

- If you don't have a Sunday Pass and would like free Sunday travel (and weekend travel from 1 January 2011), you can do so by picking up an application form from [myki.com.au](http://myki.com.au), premium train stations, staffed V/Line stations and the MetShop.
- The existing Sunday Pass application will continue to be accepted until it is replaced by the myki Free Weekend Travel Application form from 1 January 2011.
- Mail in the completed application form and a free senior myki will be posted to you before the end of the year.

### **I'm just about eligible for a senior myki. Will I get a free one?**

- Yes. All seniors who become eligible for a senior myki will now receive their first issued myki free.
- Just pick up an application form from myki.com.au, premium train stations, staffed V/Line stations and the MetShop.
- The existing Sunday Pass application will continue to be accepted until it is replaced by the myki Free Weekend Travel Application form from 1 January 2011.
- Mail in the completed application form and a free senior myki will be posted to you before the end of the year.

### **If I lose my seniors myki will the replacement cards also be free?**

- You will be issued your first senior myki, free of charge.
- If you lose your myki, and it is registered, you can transfer the balance to a new myki for \$9.80.

### **I'm a senior but I don't want a registered myki. How can I get a free anonymous myki?**

- You can only get a free myki if you are registered for the Sunday Pass.
- If you want an anonymous myki, you can purchase one for \$7.

### **I use a Carer Card and receive free Sunday travel – will I get free Saturday travel from 1 January 2011?**

- Free travel on Saturdays is a new benefit for Seniors and holders of DSP/CAR concession entitlements.
- Holders of the Carer Card can continue to travel for free on a Sundays, however the free Saturday travel entitlement does not extend to holders of this card.

## Who else will get free Saturday travel from 1 January 2011?

- Free travel on Saturdays is a new benefit for Seniors and holders of DSP/CAR concession entitlements.

## Will I still get free travel vouchers? How does this change with myki?

- Even with the added benefit of free travel on Saturdays, seniors in Melbourne will still get two free travel vouchers each year. **(increase to four for regional seniors – see below).**
- These will be issued in the same way they always have and you will continue to redeem them as you normally do.
- When travelling on the free paper travel voucher, you do not need to touch on or touch off with your senior myki.

## If the customer is from regional Victoria.....

- Even with the added benefit of free travel on Saturdays, seniors in regional Victoria now get four free travel vouchers each year.
- The first two will be issued in the same way they always have and you will continue to redeem them as you normally do.
- Your second two vouchers will be sent to you later this year.
- When travelling on the free paper travel voucher, you do not need to touch on or touch off with your senior myki.

**I've recently changed address – what do I need to do to make sure I still get a free myki in the post?**

- You need to complete a change of address details form.
- This can be downloaded at [www.metlinkmelbourne.com.au](http://www.metlinkmelbourne.com.au) or if you call 131 638 they can send you a form.
- Your myki will then be sent to you by the end of the year.

**I've noticed my wife/husband/friends already have their myki but I still haven't got mine.**

- We will start sending myki cards to seniors in the mail in September.
- We need to send out more than 400,000 cards and it's going to take us about 10 weeks to complete.
- We ask for your continued patience as we distribute your myki.

**I want to check I'm on the list for the seniors myki mailout / that my details are correct in the database. How can I do this?**

- Unfortunately we don't hold records of this information.
- To see if you are on the list for the mailout, please call 1300 953 876

**Can I still use my Metcard Sunday Pass to get free travel on Saturdays and Sundays if I don't start using my myki straight away?**

- You will have received your new senior myki by the time free Saturday travel becomes available from 1 January 2011.
- As soon as you receive your new myki in the post, you can dispose of your current Sunday Pass and start travelling with myki.

## **Do I need to touch my myki on and off when I travel on weekends?**

- Yes. You need to touch on and touch off when you travel, even on days when you are entitled to free travel.
- By touching on and touching off you ensure you do not inadvertently travel beyond your free travel entitlement.
- If you do not touch on at the start of your journey, you won't be able to exit gates at stations either.