



it's your key

Commuter Club – FAQs

When will the myki Commuter Club commence?

The Commuter Club will begin issuing mykis loaded with 365 day passes from 1 December 2010.

What happens if I have a yearly Metcard or I'm with the Commuter Club?

For a period of time, the myki and Metcard ticketing systems will operate in parallel, meaning that customers can use a myki or Metcard to travel on public transport. For this reason, we encourage Metcard Commuter Club customers to continue to use their tickets as normal unless otherwise advised.

The Metcard Commuter Club will transition into the myki Commuter Club and will start issuing myki cards from 1 December 2010. Although there will be some small changes to how the accounts operate, the processes in managing the accounts will be largely the same as they are today.

What happens to the Commuter Club now that myki is operating on all modes of transport in Melbourne?

You should continue using your current Yearly Metcard as normal. Commuter Club will begin issuing yearly myki cards only from 1 December 2010.

Please note, Yearly Metcards will no longer be available from the Commuter Club from 1 December 2010.

Should I order / buy a myki if I'm with the Commuter Club?

No.

When you place your first order for a 365 day myki pass through the myki Commuter Club, the myki card fee is waived (\$10 saving).

If you currently have a Yearly Metcard purchased through the Commuter Club, we encourage you to continue travelling using your Yearly Metcard. There will be an opportunity to transfer the remaining days on your Yearly Metcard across to a free registered myki in the future.





it's your key

Only cards with the Commuter Club passenger type electronically encoded within the card can be loaded/reloaded via the Commuter Club program. Commuter Club coded cards are only available from the Commuter Club.

Can I buy a myki now and then load the Commuter Club pass onto it when I need to?

No.

Only cards with the Commuter Club passenger type electronically encoded within the card can be loaded/reloaded via the Commuter Club program. Commuter Club coded cards are only available from the Commuter Club.

You should continue using you current Yearly Metcard as normal for the time being.

I have my own myki – can a yearly pass be loaded onto it?

No.

However, the great news is that when you place your first order for a 365 day myki pass through the myki Commuter Club, the myki card fee is waived (\$10 saving).

Only cards with the Commuter Club passenger type electronically encoded within the card can be loaded/reloaded via the Commuter Club program. Commuter Club coded cards are only available from the Commuter Club.

My company wants to start a Commuter Club program shortly – what should we do?

Please email commuterclub@transport.vic.gov.au with your request. You will be emailed information about the myki Commuter Club and how to establish an account.

Will my financial arrangements with my employer change with the introduction of the myki Commuter Club?

Please speak to your Commuter Club Coordinator about your financial arrangements regarding the Commuter Club.





it's your key

What happens to the Commuter Club when Metcard is removed from the system and myki is introduced?

The Metcard Commuter Club will transition into the myki Commuter Club and will start issuing myki cards only from 1 December 2010.

To help you make the transition to myki, we will offer current Commuter Club Yearly Metcard holders a myki for free. In exchange for your Yearly Metcard, the remaining travel days and zone(s) as detailed on your Yearly Metcard will be transferred onto a free myki.

How do I swap my Metcard yearly ticket over to a myki?

You cannot swap your current Yearly Metcard across to a myki yet.

When this is possible we will contact you directly with information regarding this process.

You should continue using your current Yearly Metcard as normal until further notice.

You do not need to order a myki now as you will get a free one when you exchange your Yearly Metcard for a myki.

When does my myki 365 day pass commence?

Your myki 365 day pass will be activated when you first touch on. You should continue to touch on and off in the usual way after activating your pass.

Can I purchase myki money through the myki Commuter Club?

No.

Only 365 day passes are available to purchase through the myki Commuter Club. If you wish to top up your myki with myki money, you can do so via a number of channels including myki machines, call centre and myki.com.au.





it's your key

I've got a myki pass, do I need myki money as well?

You will only need myki money to travel beyond the zone/s of your myki pass.

Can I purchase a 365 day myki pass if I don't live in Melbourne?

The myki Commuter Club is a Metropolitan program at this stage, however, it will be extended to include regional areas in line with the progressive rollout out of myki on V/Line in regional areas.

Will I get a new myki each year when my myki pass expires?

No. When your 365 day myki pass expires, we simply load another yearly pass to your myki at the request of your organisation.

The myki you are issued will last for four years.

Can I get a concession 365 day myki pass through the Commuter Club.

No.

The only products available through the myki Commuter Club are full fare 365 day passes for Zone 1, Zone 2 and Zone 1+2.

Why is my myki registered?

All mykis purchased through the myki Commuter Club are automatically registered using the information provided on the order form. Registration provides the Cardholder with balance protection should the myki become lost/stolen.

In addition to registration, you have the option to personalise your myki with your name printed on it.

