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## myki Commuter Club – Frequently Asked Questions

### Should I buy a myki before participating in the myki 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 (\$6 saving).

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

No.

Only myki cards issued via the Commuter Club program can be loaded with the discounted 365 day myki pass available through the Commuter Club. This is because they are electronically coded as Commuter Club myki cards.

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

You can if your myki card was originally issued via the Commuter Club. If you obtained your myki from any other channel, you can't load a Commuter Club pass onto a myki card.

Only myki cards issued via the Commuter Club program can be loaded with the discounted 365 day myki pass available through the Commuter Club. This is because they are electronically coded as Commuter Club myki cards.

### I have a Commuter Club myki issued from another participating organisation – can a yearly Commuter Club pass be loaded onto it by another participating organisation?

No.

Discounted 365 day passes can only be loaded onto myki Commuter Club issued cards purchased through the originating Commuter Club account.

### How do I know if my myki is has been issued through the myki Commuter Club and is Commuter Club (CC) passenger coded?

All myki cards issued through the myki Commuter Club program are CC (Commuter Club) passenger coded.

You can check to see if your myki is CC passenger coded at either a myki machine or myki check.

### When does my myki 365 day myki pass start?

Your myki 365 day myki pass will be activated when you first touch on and touch off in the zone(s) for which it's valid. You should continue to touch on and off as you travel to ensure you are travelling within the expiry date and the zone(s) for which your pass is valid.





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

You will only need myki money to travel outside the zone(s) for which your myki pass is valid.

### **Why is there no myki money on my myki issued through the Commuter Club?**

The myki Commuter Club supplies participants with a 365 day myki pass loaded to their myki. You will only see a balance on your myki if you have loaded myki money yourself.

Your myki can hold a myki pass (consecutive travel days) and myki money (a dollar amount) so you can have both stored on your myki at the same time. If you have both, your myki pass will be used first and your myki money will only be debited if you travel outside your myki pass zone(s).

### **Can I purchase myki money through the myki Commuter Club?**

No. Only 365 day myki passes are available to purchase through the myki Commuter Club. If you wish to top up with myki money, you can do so via a number of channels including myki machines, more than 400 retail outlets, the myki call centre on telephone 13 6954 (13 myki) and myki.com.au.

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

The myki Commuter Club is currently a metropolitan program. 365 day myki passes purchased through Commuter Club are valid for use on all metropolitan trains, trams and buses. Customer information will be made available in the event it is extended to include travel on V/Line trains and coaches or regional town buses.

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

No. When your 365 day myki pass expires, another 365 day myki pass is loaded to your myki at the request of your organisation.

Discounted 365 day passes can only be loaded onto myki Commuter Club issued cards purchased through the originating Commuter Club account.

### **How will I know when my pass has been loaded to my myki?**

When a myki pass has been loaded to your myki, you will see the expiry date on the myki reader every time you touch on and off.

Once your previous pass expires, your new pass will be activated upon first touch on/off and a new expiry date will be visible. You can check the expiry date of your new pass at a myki machine, myki check or via online account (if one has been set up).



### **My myki pass hasn't been loaded to my myki within 4 business days – what do I do?**

Please ask your Commuter Club Account Coordinator to email the myki Commuter Club team with your details. The Transport Ticketing Authority can investigate and provide initial support.

### **My myki card hasn't been delivered within 10 business days – what do I do?**

Please ask your Commuter Club Account Coordinator to email the myki Commuter Club team with your details. The Transport Ticketing Authority can advise if there is any delay or if the card has been lost in transit. Further direction will be provided once investigated.

### **I lost my myki – what do I do?**

It is your responsibility to report your myki lost or stolen as soon as possible. You can do this by calling 13 6954 (13 myki) or visiting myki.com.au. The myki will be blocked and the balance protected from the moment a report is made.

You do not need to know your myki card number to report your card lost or stolen and cannot be obtained through the Transport Ticketing Authority.

### **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 myki passes for Zone 1, Zone 2 and Zone 1&2.

### **Can I change the zone(s) of the 365 day pass loaded on my myki?**

No.

The zone(s) cannot be changed on your current 365 day pass. To transfer from one zone(s) to another, you are required to submit your card for a refund and approach your Commuter Club to order a new 365 day pass with the desired zone(s).

### **Why is my myki registered?**

It is a condition of the myki Commuter Club program that all myki cards issued are registered based on the details provided in the order form. Registration provides you with balance protection should your myki become lost/stolen and allows you to manage your account online.

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





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### Why do I need to supply my date of birth?

All cards issued by the myki Commuter Club program are registered and your date of birth is a mandatory requirement in the registration process.

It is a condition of the myki Commuter Club program that all myki cards issued are registered based on the details provided in the order form.

A registered myki can be blocked and replaced if your myki is lost or stolen. This can not be done with an anonymous myki.

Your date of birth also acts as a security question should you have to deal with the myki call centre.

### Do I receive an extra day of travel free in a leap year?

The myki Commuter Club supplies participants with a 365 day myki pass.

The pass is valid for 365 days from the date of activation. It does not include an extra day of travel in a leap year.

### How do I get operator compensation loaded to my myki?

Public transport passengers are eligible for compensation when public transport operators do not meet agreed service delivery standards.

As a myki Commuter Club participant with a 365 day myki pass, you are eligible to claim compensation when public transport operators do not meet agreed service delivery standards.

Claims for compensation must be made directly to the operator by downloading and completing a form from the relevant operator's website.

Compensation is paid in the form of myki money, which is loaded directly to your myki. You can also nominate another myki to receive this compensation, such as one belonging to a friend or family member, simply by providing the myki card number on the relevant form.

### Why isn't my new pass showing?

If you do not touch on within 90 days of your new myki pass top up being made, this top up will be 'archived' and will not be available when you touch on.

In order to 'collect' this top up, you need to top up at a myki machine or retail outlet, or touch on at a myki reader. Your top up will be available at next touch on at least 24 hours after this time. To travel immediately, you will need to top up with myki money.



## What is myki pass?

myki pass is a pre-purchased number of consecutive travel days and gives you the best value public transport fare. Buy seven days of travel or between 28 and 365 days of travel for the zone(s) of your choice.

You are no longer limited to weekly, monthly or yearly tickets – you have the flexibility to plan around holidays, annual leave or changes in travel patterns.

Your myki card can store two myki passes at a time, so you can purchase your next myki pass in preparation for the expiry of your current pass.

You need a myki money balance of \$0.00 or more in order to travel using a myki pass. If your myki money balance is negative, it means a previous trip has not been fully paid for and you must top up with myki money.

You can store both myki pass and myki money on the same card. If you have myki pass and myki money, the myki pass will be used if it is valid for the zone(s) in which you are travelling. Example: You have a myki pass for Zone 1. You touch on in Zone 1 and touch off in Zone 2 - the travel in Zone 2 will be deducted from your myki money balance.

## Am I fare evading if I have an activated myki pass but don't touch on or off?

You should continue to touch on and off as you travel to ensure you are travelling within the expiry date and the zone(s) for which your pass is valid.

## What is the minimum balance I need to travel using myki pass?

You need a myki money balance of \$0.00 or more in order to travel using a myki pass. If your myki money balance is negative, it means a previous trip has not been fully paid for and you must top up with myki money.

## Will a myki pass for zone 1 give me free travel in zone 2 on weekends and vice versa?

Because myki will be part of an integrated ticketing system operating in metropolitan and regional areas, the Metcard rule allowing periodical ticket holders to travel in the neighboring metropolitan zone at no extra cost no longer applies.

Passengers using myki to travel on a Saturday or Sunday in Zones 1&2 will never pay more than the \$3.30 weekend cap per day and this benefit is extended to myki pass holders on weekends.

If you have a Zone 1 myki pass and travel into Zone 2 on weekends, you will need to have myki money on your card to pay for the Zone 2 portion of your trip. The amount deducted will be \$0.02 – the difference between the \$3.30 weekend cap and the \$3.28 2-hour Zone 1 fare covered by your myki pass.

If you have a Zone 2 myki pass and travel into Zone 1 on weekends, you will need to have myki money on your card to pay for the Zone 1 portion of your trip. The amount deducted will be \$1.04 – the difference between the \$3.30 weekend cap and the \$2.26 2-hour Zone 2 fare covered by your myki pass.





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### **Can I use my myki pass for travel on weekends?**

Yes - your myki pass is valid for unlimited travel in your selected zone(s) until the expiry date of the pass. This includes travel during the week and at weekends.

### **What happens if I forget to touch off using myki pass - will I be charged a default fare?**

You should always touch on and touch off to ensure you do not travel outside of the zone(s) for which your pass is valid or beyond the expiry date of your pass. Any travel in zone(s) outside the validity of your myki pass is paid for with myki money.

Passengers using myki pass will not be charged a default fare when you touch on in a zone for which your pass is valid.

If you touch on in a zone for which your pass is not valid and then fail to touch off, you will be charged a default fare.

### **I have a valid myki pass but I can't touch on – why is this happening?**

If you have a valid myki pass but can't touch on this may be because you have a negative myki money balance.

