

1 January 2015 – myki Commuter Club FAQs

Why will I be reimbursed?

Commencing 1 January 2015, Zone 1 fares will apply for travel between Zones 1 and 2.

myki Commuter Clubs with participants holding a Zone 1 + 2 pass at 1 January 2015 will be eligible for a reimbursement for the difference paid between a Zone 1 + 2 pass and a Zone 1 pass.

When will I be reimbursed?

Public Transport Victoria (PTV) will commence reimbursing in early 2015.

How will I be reimbursed?

Reimbursements will be paid by cheque to the participating organisation. The participating organisation will then reimburse you based on how the program is administered within your organisation.

The participating organisation will receive a statement listing participants holding Zone 1 + 2 myki passes and the corresponding reimbursement amount due to each.

How is the reimbursement calculated?

The passenger will be reimbursed the difference between the (2014) cost of the 365 day Zone 1-2 myki pass minus the (2014) cost of a 365 day Zone 1 myki pass, divided by 365 and multiplied by the number of days between 1 January 2015 and the expiry date (inclusive).

Where a pass has not been used before 1 January 2015, reimbursement is based on the full number of pass days.

Why is the reimbursement being paid to my employer?

The myki Commuter Club program is a relationship between PTV and the participating organisation. The participating organisation has paid for the pass on behalf of the participant and for that reason; the reimbursement will be paid back to the participating organisation.

Can I apply for a refund on my Zone 1 + 2 pass now to avoid this reimbursement?

Yes. Though keep in mind that as per any refund on a myki Commuter Club pass, if you submit your pass for a refund, you will lose the benefit of 40 free days travel and the 10% discount (if your participating organisation passes on this discount to you).

Will there be a cut-off point for the sale of Zone 1 + 2 passes?

Like each year, there will be a cut-off for the sale of all passes available through the myki Commuter Club program. The cut-off will likely be in early December, though PTV will provide specific communications regarding the cut-off date later this year.

What passes will be available through the myki Commuter program from 1 January 2015?

From 1 January 2015, myki Commuter Club program will offer only a:

- Zone 1+2 myki pass (at a price equivalent to the Zone 1 rate)
- Zone 2 myki pass (at the lower Zone 2 rate)

The Zone 1 only pass will no longer be available. Customers who had previously purchase a Zone 1 pass should now opt for a Zone 1 + 2 pass.

How much will the Zone 1 + 2 pass cost from 1 January 2015?

An average fare increase of inflation plus 2.5 per cent will occur on 1 January 2015. The Zone 1 + 2 pass fare has not yet been confirmed. The Minister for Public Transport is expected to announce 2015 fares before the end of this year. When this announcement is made, PTV will provide specific communications regarding 2015 fares.

Who should I contact for further information?

Your first point of contact is your organisation's myki Commuter Club coordinator.