

myki Commuter Club

Frequently asked questions

Can I use my own myki to participate in the myki Commuter Club?

When joining the myki Commuter Club, you'll be issued with a new specially encoded myki.

Can I use my Commuter Club issued myki from another organisation?

You can only use a myki Commuter Club card issued by the organisation you currently work for.

When does my myki Pass start?

Your myki Pass starts when you first touch on and off at a myki reader in a zone for which it is valid. Once activated, your pass expires after 365 days regardless of any unused days within that period.

Why is there no myki Money on my myki issued through the Commuter Club?

Because you've purchased a myki Pass. You'll need to top up myki Money yourself when travelling outside of the zone/s you have requested for your pass.

Will my myki Pass expire if it's not activated?

If you don't activate your myki Pass within 12 months of purchase it will expire. If this happens you can request a refund by calling the PTV Call Centre on **1800 800 007**.

Why is my myki registered?

It's a condition of the myki Commuter Club program. Your card is registered based on the details provided by your organisation on the order form. Registration provides you with balance protection should your myki become lost/stolen.

What are the benefits of having an online account and how do I set one up?

With an online account you can: check your myki Pass and card expiry dates, update your personal details, view transactions/tax statements, request a replacement card and apply for a refund.

You can setup your online account at **ptv.vic.gov.au/commuterclub** (Click 'Set up online account', then 'Set up web access' and then enter your details).

Will my new card be added to my existing online account?

If the personal details submitted by your organisation to PTV match and you haven't exceeded the 8 card per account limit, the card will be added. If the details differ, a new account will be created.

I have several myki accounts, can they be consolidated into the one?

Yes, contact the PTV Call Centre on **1800 800 007** to arrange.

How do I check my myki Pass expiry date?

Log into your online account. Otherwise, you can check on one of the many myki machines, readers or check points located across the public transport network.



Don't myki cards expire after four years? When should I get a new card?

Your myki card will expire after four years. To ensure your myki does not expire within the 365 days of your pass, you should order a new card if it is between two and three years old. You can check your card expiry on a myki machine, reader, check point or by logging into your online account.

Will myki notify me about my card expiry?

You will receive an email notification 30 days out from expiry. Keep your contact details up to date by logging into your online account or by calling the PTV Call Centre on **1800 800 007**.

How will I know when my myki Pass has been loaded to my myki?

You will see the expiry date of the active pass 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 and a new expiry date will be visible on the myki reader. You can check the expiry date of your new pass at a myki machine, reader, check point or by logging into your online account.

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

You need to interact with the myki system (ie. touch on) for the myki Pass to be loaded to your card. If after 4 business days the pass is not available, contact your Commuter Club Account Coordinator to ensure your renewal has been paid. If paid, your Commuter Club Account Coordinator will contact PTV to investigate.

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

Contact your Commuter Club Account Coordinator to check that your new card order has been paid. If paid, your Commuter Club Account Coordinator will contact PTV to investigate.

Why can't I touch on with my myki Pass?

You may have a negative myki Money balance due to unpaid previous travel or travelling outside your zone/s. You can check your myki Money balance via your online account, myki machine or a myki check point located across the public transport network.

What do I do if I've lost my myki?

Report your myki lost as soon as possible by contacting the PTV Call Centre on **1800 800 007**. Your myki will be blocked and the balance protected from the moment a report is made. A replacement card will be sent out within 10 business days. Alternatively, visit a PTV Hub and a replacement card will be issued on the spot and the balance will be transferred within 36 hours. You're responsible for covering interim travel costs.

Can I replace my damaged/defective myki on the spot?

Visit a staffed station or PTV Hub for a free on the spot replacement. The balance will be transferred within 36 hours. You're responsible for covering interim travel costs.

What do I do if my myki card has expired (or is due to expire within 60 days) before my myki Pass?

Visit a staffed station or PTV Hub for a free on the spot replacement. The balance will be transferred to your new myki immediately.

Can my myki Pass be suspended if I take leave?

No. An alternative is to apply for a refund, then apply for a new myki Pass when you return. Please refer to refund calculations before applying for a refund.

Can I apply for a reimbursement for medical leave?

If you were unable to travel for 7 days or more, you can apply. You must wait until your pass has expired before applying. Complete your claim online or by contacting the PTV Call Centre on **1800 800 007**. A medical certificate is required to support the reimbursement claim.



How is the refund calculated?

The myki Commuter Club 365-day Pass fare is based on the daily fare for 325 days giving the member 40 days free travel. On top of this, the member may receive up to 10% discount. If the member applies for a refund, the member loses the benefit of the discount and the 40 days free travel.

Members will only receive a refund if they've used their myki Commuter Club Pass for less than 293 days.

Below is an example refund calculation for a myki Commuter Club Pass that's been active for 292 days.

Commuter Club myki Pass cost (\$1579.50)

Commuter Club myki Pass days (325)

Daily pass rate (\$5.40)

The below calculations are based on fares effective 1 January 2020.

\$1579.50	Fare for 365 day Zone 1+2 pass (325 x \$5.40 daily rate = \$1755.00 x 90%)
- \$1576.80	Less 292 days held x \$5.40 daily rate
\$2.70	Refund due

How do I apply for a refund?

You can choose to have the refund paid to:

- Yourself - via your online account at **ptv.vic.gov.au** or call **1800 800 007**
- Your myki Commuter Club organisation – call **1800 800 007**.

A confirmation email will be sent to you. Send a copy of the confirmation with your myki card to:

myki Mailbox
Reply Paid 4318
Melbourne VIC 8060

and allow 28 days for processing.

Can I change the zone/s of my myki Pass?

Yes, by applying for a refund and requesting a new myki Pass with the desired zone/s through your account coordinator.

How can I update my account details?

Log into your online account or call the PTV Call Centre on **1800 800 007**.

Note: the name printed on the card cannot be updated.

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

You should 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 happens if I forget to touch off using myki Pass?

Any travel in zone/s outside the validity of your myki pass is paid for with myki Money. You won't be charged a default fare when you touch on in a zone for which your pass is valid.

However, 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.

Can I get a concession myki Pass through the Commuter Club?

No. Only full fare myki Pass products are available (Zone 1 + 2 and Zone 2 only).

How do I apply for operator compensation?

Public transport operators pay compensation to eligible customers if they do not meet agreed service delivery standards. Visit the operator's web site to submit a compensation claim.

Compensation is paid as myki Money, which is loaded directly to your myki. Alternatively, you can nominate another myki card to receive the compensation on.

Can I use Mobile myki?

myki Commuter Club members are not able to travel using Mobile myki.

