

### Background Information

- **Adult** and **Seniors** are set to expire 10 years from the date of issue - meaning those *go* cards issued when the system was first introduced are reaching their expiry.
- **Concession** expiry dates are linked to the relevant concession entitlement.
- Customers can extend the expiry date of their existing *go* card, within 90 days of the expiry date, at select *go* card retailers.
- For *go* cards that expired longer than 90 days, customers can request their funds be transferred to a new *go* card by calling the TransLink Contact Centre or by completing a balance transfer and refund form. Alternatively, a customer may choose to have their funds deposited into their Australian bank account by completing a balance transfer and refund form.
- When cards remain unused for five years the funds left on those cards are re-invested in the public transport network. Customers can retrieve these funds at any time by contacting the TransLink Contact Centre or by completing a balance transfer and refund form.
- Customers can request a reimbursement of their *go* card balance at any time (even after the card becomes dormant) provided the card is registered or they have the actual card. For more information, call 13 12 30 or visit [translink.com.au](http://translink.com.au).

### Information relevant to scope of access application

- The number of *go* cards that became irreversibly expired (more than 90 days lapsed since the expiry date) between 20 December 2017 and 20 December 2018 and have not yet had their balance refunded or transferred to another card total 488,731 (as at 4 January 2019).
- The value left on those 488,731 *go* cards equates to \$5.55 per card or a total of \$2,712,794 (as at 4 January 2019) including the initial deposit required when purchasing a *go* card and any subsequent money stored on the card.