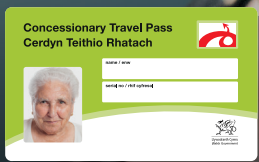


Renew your bus pass



Your current card will expire on
31 December 2019

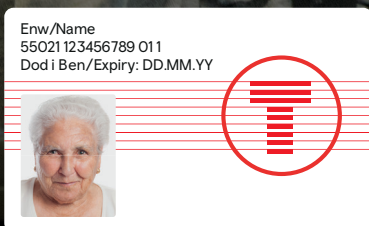


TRAFNIDIAETH CYMRU
TRANSPORT FOR WALES

Current card



New-style card



Why are cards changing?

We're rolling out a brand new-style Concessionary Travel Card across Wales, which replaces all existing old-style cards (the green bus passes) in circulation.

The new-style card offers the same free travel rights and benefits on all eligible local bus and rail services throughout Wales. To continue to enjoy these benefits, you'll need a new-style card by 31 December 2019.

The new-style cards are designed with the future in mind. We're looking to expand offers on buses and trains as we move towards a more integrated transport network over the coming years.

Applying for your new-style card

You can apply for your replacement new-style card from 9 September 2019.

We've made the application process as simple as possible, allowing you to apply in the comfort of your own home or at a drop-in centre near you.

How to apply

You can apply using

www.tfw.wales/travelcards either at home, at a friend's or relative's house or by visiting one of a number of centres around Wales who can help you to apply.

You'll need the following details handy:

- 1 Your current card number (which you can find on the front of your card)
- 2 Your date of birth
- 3 The postcode to which the card is registered
- 4 Your National Insurance number (found on your pension statements or payslips)

A friend, family member or someone else you trust can apply on your behalf. They'll need to have access to your details (listed above) to complete your application. If you have a smartphone or tablet, or know someone who does, that's ideal – and the camera can be used to update your photo quickly and for free.

There's lots of support available: You can pop into your local library, council offices or hub, and we've partnered up with organisations and charities to make sure they are fully aware of the changes and are equipped to offer support.

You can visit **www.tfw.wales/travelcards** or call **0300 303 4240** for details of where to find help close to you.

You should receive your new-style card within 15 working days of completing your application.



Questions and Answers

Why is the new card from Transport for Wales and not my local council?

The Concessionary Travel scheme is still owned by each local council. Transport for Wales is managing the reissue of around 750,000 cards across Wales on behalf of Welsh Government and local councils. Transport for Wales has created a new website to make applications easier and a national help desk with partners PTI Cymru (who manage Traveline Cymru). You can still receive help and support with your application from your local council.

Why can't you just automatically send me a new card?

The scheme has been in place for 10 years, and lots of things have changed since. People may have moved, or other details may have changed, and new regulations have been introduced, such as the General Data Protection Regulation (GDPR). Reapplying ensures the data we'll hold about you is 100% up to date and accurate.

I only received my bus pass earlier this year. Do I still need to reapply?

Unfortunately, yes, unless your local council issued you a Transport for Wales branded new-style card. All current cards (green-coloured cards with council logos) will expire and will not be accepted on buses after 31 December 2019.

Will I be able to get help with my application locally?

Your local library and council offices will be able to support you with your application. To find out where support is available in your local area, or if you get stuck visit **www.tfw.wales/travelcards** or call **0300 303 4240**.

When will my old-style card stop working?

Your old-style card will stop working on 31 December 2019, so it's important you apply for a new-style card plenty of time to continue to enjoy the benefits of free travel.

