

Deunyddiau Marchnata

Poster A4 ac A3 darlun

Poster A3 tirlun (6 math, fel uchod)

Wobbler

Cerdyn mawr foamex

Enw/Name
55021 123456789 01 1
Dod i Ben/Expiry: DD.MM.YY

Baneri rholio

Adnewyddu eich cerdyn bws
Renew your bus pass

Bydd eich cerdyn cyfredyn yn dod i ben ar 31 Rhagfyr 2019
Ymgelso a www.trc.cymru neu ffoniwch 0300 303 4240

Your current card will expire on 31 December 2019
Apply at www.tfw.wales or call 0300 303 4240

TRAFNIDIAETH CYMRU
TRANSPORT FOR WALES

Llyfryn DL (dwyieithog)

Renew your bus pass

Why are cards changing?

As you age, you'll need a more durable, long-lasting card. The new-style cards are designed to last longer and are more resistant to wear and tear. They also have a more secure design to help prevent fraud.

Applying for your new-style card

You can apply for your replacement new-style card from 1 September 2019.

We're making the application process as easy as possible, allowing you to apply in the comfort of your own home or at a branch centre near you.

How to apply

You can apply using www.thewales.gov.wales either at home, at a friend's or relative's house or by calling one of a number of centres around Wales who can help you to apply.

You'll need the following details handy:

- Your current card number (which you can find on the front of your card or your old pass)
- The postcode to which the card is registered
- Your National Insurance number (found on your pension statements or pay slip)

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 smart phone or tablet, or know someone who does, this is ideal - as 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 office 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.thewales.gov.wales 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 will be provided by Transport for Wales instead of your local council. This means you can apply for your new-style card from any council in Wales.

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

We've been able to do this for years, but it's more expensive and it's not always possible to do this for everyone. We've changed our rules and regulations to make sure we can offer this service to everyone who needs it.

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 council-issued cards will expire on 31 December 2019.

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

Your local library and council office 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.thewales.gov.wales 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.