

# Passenger Refund Code

Effective December 2016



PROUD OPERATOR OF



## Passenger Refund Code

### **myki**

myki is a smartcard which can be used to pay for travel on Melbourne's public transport.

You may apply for a full refund of the value on your myki. In certain situations, such as myki equipment faults and medical conditions, a reimbursement for a myki pass may be provided.

More information on myki refunds, reimbursements or replacements can be found at [ptv.vic.gov.au](http://ptv.vic.gov.au) or by calling **1800 800 007** between 6am and midnight daily.

If you are seeking information on Yarra Trams' monthly service delivery performance and how to apply for compensation, please refer to the [Yarra Trams Passenger Compensation Code](#).

## The refund process

### **Completing a myki Refund Form**

Most myki refunds, reimbursements or replacements require an appropriate application form to be completed. Forms are available from Premium Stations, staffed V/Line stations, the PTV Hub at Southern Cross Station, online at [ptv.vic.gov.au](http://ptv.vic.gov.au) or by calling **1800 800 407**.

### **Lodging the application form**

On completion of the myki Refund and Reimbursement Form, enclose the form and any additional documentation in an envelope.

Mail the application to:

**myki Mailbox**  
**Reply Paid 4318**  
**Melbourne Vic 8060**

You will not need a postage stamp if the claim is posted within Australia.