

What if my Oyster card loaded with the Bus & Tram Discount is lost or stolen?

Call the Oyster helpline on **0845 330 9876** to report the loss or theft. Your Oyster card will be stopped so that no-one can use it. If appropriate, a refund of the unused value of any season ticket or pay as you go credit on the lost/stolen Oyster card may be made.

Go to an Oyster Ticket Stop or Tube station ticket office and get another Oyster card and get it registered. You will then need to get the Bus & Tram Discount Photocard number and discount loaded onto your new Oyster card. You can do this at an Oyster Ticket Stop or Tube station ticket office.

My partner claims Income Support/ Employment and Support Allowance for both of us but only his/her name is on the letter. How do I apply for a Bus & Tram Discount photocard?

You will need a letter from Jobcentre Plus (JCP) naming you as being jointly in receipt of Income Support/Employment and Support Allowance.

Your partner (the claimant), as the person named on the original Income Support (IS)/ Employment and Support Allowance (ESA) letter, needs to ask for a letter showing that both of you are in receipt of IS/ESA.

Your partner must make the request by phone using the benefit enquiry number they have been given by JCP. The benefit enquiry number can be found at www.direct.gov.uk/en/Employment/Jobseekers/ContactJobcentrePlus/DG_186347, or by visiting their local Jobcentre Plus office where they will be directed to a phone to contact these centres, or staff will send an email on your partner's behalf.

The request for the letter **must** be made by your partner and must make it clear that a letter is required naming both your partner and you. If your partner does not make this clear a letter will be issued that only names your partner.

Once you have the letter, naming you and your partner as being jointly in receipt of Income Support/Employment and Support Allowance, you will be able to use it to apply at the Post Office® as indicated on the Bus & Tram Discount photocard application form. When completing Section I of the attached application form, you must use your own National Insurance number and not your partner's.

My partner is over 60 so his/her Income Support is paid as Pension Credit. I am under 60 and am included in his/her claim, do I qualify?

In order to apply, you will need a letter from The Pension Service naming you as being jointly in receipt of Pension Credit.

Your partner (the claimant), as the person named on the original Pension Credit letter, needs to ask for a letter showing that he/she is in receipt of Pension Credit and naming you as their partner. Your partner must make the request by phone to the Pension Service on **0845 60 60 265**.

The request for the letter **must** be made by your partner and must make it clear that a letter is required naming both your partner and you. If your partner does not make this clear a letter will be issued that only names your partner.

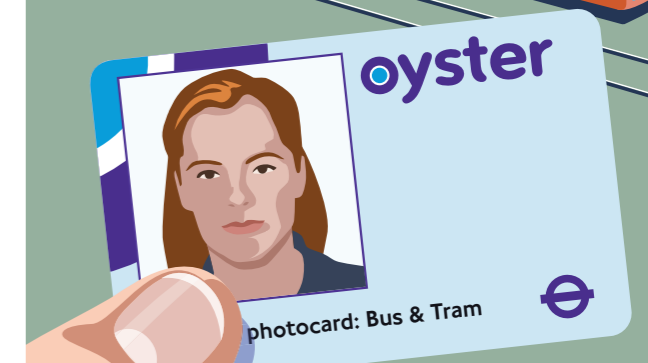
Once you have the letter, naming you and your partner as being jointly in receipt of Pension Credit, you will be able to use it to apply at the Post Office® as indicated on the Bus & Tram Discount photocard application form. When completing Section I of the attached application form, you must use your own National Insurance number and not your partner's.

Where do I go for more information?

To find out more about the Bus & Tram Discount photocard, visit tfl.gov.uk/discountcard or call the Oyster helpline (open 0800 to 2000 daily) on **0845 330 9876**.

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Getting around with the Bus & Tram Discount scheme (IS/ESA)



Getting around with the Bus & Tram Discount scheme

Get the best bus & tram deal for Londoners claiming Income Support or Employment and Support Allowance.

With the scheme, you get:

- Half adult-rate Oyster single fares on buses and trams
- Half adult-rate daily price capping when using Oyster pay as you go to make multiple bus and tram journeys in a 24-hour period, from 0430 to 0430 the next day
- Half adult-rate Bus & Tram Pass season tickets

Eligibility Criteria

You can apply for a Bus & Tram Discount photocard if:

- You are in receipt of Income Support or Employment and Support Allowance **and**
- You live in a London borough **and**
- You are aged between 18 and 60

If you need to find out whether you live in a London borough, you can check your postcode at www.voa.gov.uk/cti

What you need to do:

- Read the Terms and Conditions and Privacy Notice on the attached form and make sure you agree to them.
- Complete and sign the attached form.
- Take your completed application form to a Post Office® along **with**:
 - Two full face passport type photographs, which must be of a good likeness, with your full name written in capitals on the back
 - Proof of identity – **one** of the following showing your current name: a passport, ID card from a European Economic Association country, driving licence, bank card, Post Office® Card Account card, birth certificate, marriage certificate, divorce/separation/annulment papers, NHS medical card, a utility bill issued within the last three months (mobile phone bills are not acceptable) or Home Office Application Registration Card (ARC)
 - Your benefit entitlement letter from the Department for Work and Pensions or Jobcentre Plus showing your current address, which must be in a London borough. This letter must be the original, not a photocopy. If your letter is more than three months old, you will also need to take a bank statement issued within the last three months, showing that you are still in receipt of the appropriate benefit payments. If your benefit is paid by cheque you can show the cheque instead of a bank statement.

Post Office® staff will check these documents, validate your application and issue you with a Bus & Tram Discount photocard.

You must apply in person.

The Bus & Tram Discount photocard on its own does not enable you to get the discount.

Getting started with your Bus & Tram Discount photocard

Take your Bus & Tram Discount photocard to your nearest Oyster Ticket Stop or Tube station ticket office. The Bus & Tram Discount will be added to your existing Oyster card. If you don't already have an Oyster card, you'll need to get one and pay a £3 deposit. When you add your discount to an Oyster card you must also complete a registration form. Then you'll be able to travel at half adult-rate.

Full adult fares are payable on Tube, DLR, London Overground and National Rail services.

You can find your nearest Oyster Ticket Stop by visiting tfl.gov.uk/ticketstopfinder or calling **0843 222 1234***.

How do I use it?

To travel at half-adult rate you must carry both your Bus & Tram Discount photocard and Oyster card with you on every journey you make. You must touch your Oyster card on a yellow card reader at the start of your journey, when you board a bus or at a tram stop before boarding a tram.

You must not allow other people to use your cards.

*You pay no more than 5p per minute if calling from a BT landline. There may be a connection charge. Charges from mobiles or other landline providers may vary.

How long do I get the discount for?

Your photocard will be issued for six months and the discount set on your Oyster card will expire on the same date, even if you stop claiming the qualifying benefit.

When your Bus & Tram Discount photocard expires, you can re-apply as long as you still meet the eligibility criteria. Follow the steps outlined in 'What you need to do' section.

What if my Bus & Tram Discount photocard is lost or stolen?

If your Bus & Tram Discount photocard has been lost or stolen and you still meet the eligibility criteria you will need to complete a new application form. You then need to take the completed form to a Post Office with the appropriate ID and photos. The Post Office will issue you with another photocard. You will then need to get your new Photocard number loaded onto your Oyster card. You can do this at an Oyster Ticket Stop or Tube station ticket office.