Conditions
A free replacement will not be provided where the card has:
• creases in the card
• dents or cuts in the card
• holes in the card; or
• cracks in the card – usually caused by the card being placed in a clothes dryer; the infused moisture in the PVC plastic is removed during the drying process leaving the card brittle and susceptible to cracking.

If the card has any of the above faults, then the normal card replacement process and card fees will apply. Do not use this form.

1. Faulty card details

SmartRider Card No. SR

Please print in dark ink and block letters (all fields are mandatory).

2. Fault confirmation

Please tick the box below to indicate you have called the InfoLine regarding the problem with your SmartRider.

☐ I have called the InfoLine on 13 62 13 and they have confirmed that I am using my most recently issued card and that I should apply for a replacement card as it appears that my card is faulty.

3. Cardholder details

<table>
<thead>
<tr>
<th>Title</th>
<th>Surname / Family name</th>
<th>Given names</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sex (M/F)</td>
<td>Date of birth / /</td>
<td></td>
</tr>
<tr>
<td>Address (street address only)</td>
<td></td>
<td>Postcode</td>
</tr>
<tr>
<td>Phone no. (home)</td>
<td>Phone no. (mobile)</td>
<td>Email</td>
</tr>
<tr>
<td>School name</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

4. Signature Date / /

5. Please send completed form with the faulty SmartRider card to:

<table>
<thead>
<tr>
<th>Participating school students</th>
<th>Non-participating school students and students attending schools involved in the “Online Student SmartRider Programme”*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Submit your form directly to your school. Your school will submit the form to Monitor WA directly.</td>
<td>Card Faults Monitor WA P/L PO Box 10 Westminster WA 6061</td>
</tr>
</tbody>
</table>

*To see if a school is involved in this online program, visit www.idcards.monitorwa.com.au

Transperth Information

Transperth website
www.transperth.wa.gov.au

Transperth InfoLine 13 62 13
TTY (for hearing impaired) 9428 1999

Transperth

SmartRider
A smarter kind of school