

# Greencard Replacement Form



## ▶ Step 1 : Personal Details

\* Indicates a mandatory field. Please complete ALL mandatory fields otherwise we won't be able to process your application request.

Title (Mr, Mrs, Miss, Ms, other)

Given name\*

Family name\*

Postal address\*

Street\*

Suburb\*

Postcode\*

Daytime phone number\*

Date of Birth\*

Email address

## ▶ Step 2 : Reason for Applying for a Replacement

Please select the reason you are applying for a replacement Greencard:

 Lost or stolen

 Damaged

 Faulty  
Please provide explanation of the fault

 Change of Greencard Type  
(eg. Adult to Adult Concession) No fee applies

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.....

.....  
.....

NOTE: When applying for a replacement for damaged or faulty cards, or changing your Greencard type, you must return your old card.

## ▶ Step 3 : Purchase your Greencard

Please select the type of Greencard you would like to purchase (select **ONE** category only)

 Adult (go to step 3a)

 Adult concession (go to step 3b)

 Student (go to step 3c)

To be eligible for a Student Greencard you must be:  
• A full-time student in the year of your 18th birthday or younger.

To be eligible for an Adult Concession Greencard you must be:  
• A holder of a Centrelink-issued Health Care or Pensioner Concession card or DVA/TPI card; or  
• A holder of a EIS/RDI ImmiCard; or  
• A holder of a Seniors Card; or  
• Aged 70 years or older; or  
• A full-time student in the year of your 19th birthday or older.

### Step 3a : Adult Greencard

Setting a default trip allows your Greencard to automatically deduct the selected fare every time you board a bus. You should select the default trip that matches your regular trip length. You can override the default trip whenever you wish by asking the driver prior to placing your Greencard on the ticketing machine.

Default trip (select **ONE** option only)

Urban:  Short: 1–4 Sections  Medium: 5–10 Sections  Long 11+ Sections  
Non-Urban:  Zone 1  Zone 2  Zone 3  Zone 4

For more information about fare selection or zones, go to [metrotas.com.au](http://metrotas.com.au)



### Step 2b : Adult Concession Greencard

DVA TPI card number

         

Seniors card number

         

EIS/RDI ImmiCard number

         

Centrelink Customer Reference Number (CRN)

         

Card Type (eg. Health Care, Pensioner)

         

Student ID number

          

Educational Institution Attended (eg. UTAS, Polytechnic)

           

**Customer Consent Authority** (to be completed by Health Care and Pensioner Concession Card applicants only)

I ..... authorise:

- Metro to use Centrelink Confirmation eServices to perform a Centrelink Confirmation eServices enquiry of my Centrelink or Department of Veterans' Affairs Customer details and concession card status in order to enable Metro to determine if I qualify for a concession, rebate or service.
- the Australian Government Department of Human Services to provide the results of that enquiry to Metro.

I understand that:

- the Australian Government Department of Human Services will use information I have provided to Metro to confirm my eligibility for concession fares and will disclose to Metro personal information including my name, address, payment and concession card type and status.
- this consent, once signed, remains valid while I am a customer of Metro unless I withdraw it by contacting Metro or the Australian Government Department of Human Services.
- I can obtain proof of my circumstances /details from the Australian Government Department of Human Services and provide it to Metro so that my eligibility for concession fares can be determined.
- if I withdraw my consent or do not alternatively provide proof of my circumstances/details, I may not be eligible for concession fares provided by Metro.

I acknowledge that I have read and understood this Customer Consent Authority and I authorise Centrelink to disclose the above mentioned information to Metro.

Applicant signature

Date

       

### Step 3c : Student Greencard\*

Educational Institution Attended (eg. Clarence High, Burnie Primary)

                  

Current year level (eg. Grade 9)

    

Student ID number (if known)

              

\* If you are eligible for **free student travel** to or from your place of study, you need to apply for free travel through the Department of State Growth. Once your application is approved by State Growth and State Growth notifies Metro, Metro will issue you with your Greencard at no cost. If you lose your Greencard, you will have to pay for a replacement card.

### ▶ Step 4 : Payment Details

**Select payment method:**

- I paid the Metro Greencard Application Fee in person at a Metro Office (receipt attached)
- I authorise Metro to debit my credit card for the Metro Greencard Application Fee of \$5.00

**Credit card payment details**

Credit card type  Visa  MasterCard

Credit card number

Card expiry date

   

Name of card holder

                    

Applicant signature

Date

## ▶ Step 5 : Terms and Conditions

Your Greencard is issued subject to, and its use is governed by, the Greencard Terms and Conditions. To obtain a copy or for further information visit [metrotas.com.au](http://metrotas.com.au) or call 13 22 01.

If your details change, you need to inform Metro. To change your details visit [metrotas.com.au](http://metrotas.com.au) or call 13 22 01.

Privacy Notice – We collect your personal information to process and administer your Greencard application. Without your personal information we can not process your application. Subject to some exceptions allowed by law you may request access to your personal information while we store it. If access can not be provided we are required to tell you why. Your personal information may also be disclosed to financial service organisations but only in relation to processing credit card payments. With your consent we may also use your personal information to tell you about Metro news and services.

For further information about and to receive Metro Tasmania's Privacy Policy, visit [metrotas.com.au](http://metrotas.com.au) or call 13 22 01.

I agree to the Terms and Conditions on this form and have read the Privacy Notice.

I DO NOT wish to receive further information from Metro.

## ▶ Step 6 : Electronic Communication

I would like to receive promotions and related news from Metro via email.

I would like to receive alerts and service related news from Metro via email.

## ▶ Step 7 : Declaration

### Applicant declaration

I have read and agree to abide by the conditions governing the use of Greencard as outlined on this application form and detailed at [metrotas.com.au](http://metrotas.com.au). I understand and agree that if applying for a Student Greencard, the personal information provided by me in this application may be used by Metro Tasmania to confirm my enrolment status with the nominated educational institution.

Applicant signature

Date

D	D	M	M	Y	Y	Y	Y
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**IMPORTANT: This section is to be signed by a parent or guardian if the applicant is aged under 16 years.**

### Parent/Guardian declaration

I consent to my son/daughter being re-issued with a Metro Greencard. I understand and agree that if applying for a Student Greencard, the personal information provided in this application may be used by Metro Tasmania to confirm the enrolment status of the applicant with the nominated educational institution.

Parent/Guardian signature

Date

D	D	M	M	Y	Y	Y	Y
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## Step 8 : Return Completed Application Form

### Post this form to:

Metro Greencard  
PO Box 61  
Moonah TAS 7009

### OR, visit a Metro Office:

Hobart Ground Floor, 22 Elizabeth St  
Burnie 28 Strahan St  
Launceston 168 Wellington St



Greencard applications will be processed and mailed within 10 business days.

### Office use only:

Payment RN.....  
GAT RN.....  
Old Card Number.....  
Card Blocked  Yes  No  
New Greencard.....  
Balance.....  
Travel Pass  Yes  No Expiry.....  
Old Greencard Attached  Yes  No  
Processed By.....  
Process Date.....