

Concessionary Travel Pass



Replacement Request

Form CT - R

*Working for
Warwickshire*

If you are unable to read this form we can supply it in a different format or alternatively please contact us for assistance (details on reverse of form).

If your pass has expired please telephone 01926 359180 to renew your pass.

Part 1 : Passholder Details (All questions *must* be completed in full, using BLACK INK)

Title : Mr/Mrs/Miss/Ms * <i>Delete as appropriate</i>	Other Title :
Surname :	First Name :
Address :	Date of Birth :
	Tel No :
	Mobile No:
Post code	Email :

Previous Address if different in the last 5 years (see **Part 5** below)

Address _____

 Post code _____

Pass type

↓ *Please indicate which type of pass you hold*

Pass number (if known)

Older Person's Pass (blue stripe on side)

Disabled Person's Pass (orange stripe on side)

633597 _ _ _ _ _

Part 2 : Reason for replacement

↓ *Please indicate why you need a replacement*

1. Lost pass	There is a £10 charge for replacement of a lost or damaged pass. This is non-refundable even if a lost pass is later found.
2. Damaged pass	The £10 charge also applies if you want to change the name on your pass before it is due to be renewed. This is because it is the photograph, not the name, which identifies you to the bus driver and the pass will continue to work with your old name.
3. Name change	Please enclose a cheque or postal order with your request, payable to 'Warwickshire County Council'. Do not send cash.
4. Stolen pass	Please provide your crime/incident number here <input type="text"/>
5. Faulty pass (unable to be used on the bus)	Please describe the fault here; <input type="text"/> N.B. a card that has been cut, bent, rubbed or scratched will be treated as a damaged card and a charge will be payable. Please enclose your faulty card with your application.

If your pass needs replacing for any other reason, please telephone 01926 359180.

Part 3 : Photograph

If we have requested a photo, or if you would like to update the pass photo please attach it here ↓.

Any photograph must:

- Be passport sized (approx 45mm high by 35mm wide)
- Be in colour, against a plain background if possible
- Show a close-up of your full head and shoulders.
 - It must be only of you with no other objects or people.
 - You should not be wearing a hat or sunglasses

(If you do not attach a photo, we will use the one we have on record for you. If we do not have a photo for you we will get in touch and ask you to send one.)

Part 4 : Change of address (if applicable)

If you have not told us about a recent change of address, we will need to see evidence that you are still living in Warwickshire. Please enclose a copy of one of the following and indicate which one.

	Utility bill (less than 3 months old)
	Council Tax bill (current tax year)
	Driving Licence
	Other (<i>please state what</i>);

Part 5 : Declaration – Please read carefully before signing the form.

I wish to apply for a Warwickshire Concessionary Travel Pass, and I declare that the information provided in this form is true and accurate. In addition, I also understand that :-

- I will abide by the terms and conditions of the scheme (copy available on request).
- The Council may check the information against other sources to verify the application.
- The pass is solely for my use. Misuse may result in prosecution and the pass will be withdrawn.

Signature of applicant	Date
Signed on behalf of applicant (if unable to complete the form independently)	Relationship to applicant

Please send the form to us at:

CT Applications, Customer Service Centre, Shire Hall, Warwick CV34 4RL

Telephone enquiries: (01926) 359180

Monday to Friday 8am – 6.30pm Saturday 9am – 1pm

How your information may be used.

We work with partners to provide you with public services. To do this, we may need to share your information. We will do this in a way that protects your privacy.

We are under a duty to protect public funds. We may use any of the information you have provided on this form for the prevention and detection of fraud. We may also share this information with other bodies that are responsible for auditing or administering public funds.

Please let us know when any of your contact details change. You have the right to know what information we hold about you and we try to make sure it is correct.

If you would like further information visit our website: www.warwickshire.gov.uk/privacy or contact our Customer Service Centre at: Warwickshire County Council, Shire Hall, Warwick, CV34 4RL, Telephone: 01926 359180

FRAUDULENT USE OF YOUR PASS MAY RESULT IN PROSECUTION