

# STUDENT SMARTRIDER FAULTY CARD REPORT FORM

Effective November 2008

This form is for use by primary and secondary school students only.  
Transperth will replace faulty SmartRider cards at no cost providing the card shows no signs of physical damage.

## 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.

***In many instances, a card is thought to be faulty because it has been replaced and the student is using the old card instead of the new replacement card. Before requesting a replacement card, call the InfoLine on 13 62 13 to make sure that you are using your most recently issued card.***

**For participating school students**, if the card is not found to be faulty, the card will be replaced and the school will be charged for the cost of the replacement card on a subsequent invoice.

**For non participating school students and students attending schools involved in the “Online Student SmartRider Programme”\***, if the card is not found to be faulty, the card will not be replaced but returned to the student advising of the required action.

## 1. Faulty card details

SmartRider Card No.	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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**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

Title	Surname / Family name	Given names
Sex (M/F)	Date of birth	/ /
Address (street address only)		Postcode
Phone no. (home)	Phone no. (mobile)	
Email	School name	

## 4.

Signature	Date	/	/
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5. Please send completed form with the faulty SmartRider card to:
- Participating school students**  
**Submit your form directly to your school. Your school will submit the form to Monitor WA directly.**

**Non-participating school students and students attending schools involved in the “Online Student SmartRider Programme”\***

**Card Faults**  
**Monitor WA P/L**  
**PO Box 10**  
**Westminster WA 6061**

\*To see if a school is involved in this online program, visit [www.idcards.monitorwa.com.au](http://www.idcards.monitorwa.com.au)

## Transperth Information

[Transperth website](http://www.transperth.wa.gov.au)  
[www.transperth.wa.gov.au](http://www.transperth.wa.gov.au)

[Transperth InfoLine 13 62 13](tel:136213)  
TTY (for hearing impaired) 9428 1999

