

# Termination and credit refund for personal OV-chipkaart

You can use this form to terminate use of your personal OV-chipkaart and apply for a credit refund if necessary. To terminate an anonymous OV-chipkaart, please use the 'Credit refund for anonymous OV-chipkaart' form.

If there are one or more travel products on your personal OV-chipkaart, please contact your public transport company to check what you need to do about these products before using this form.

Once this form has been processed, you will receive a written confirmation of the credit refund. You will receive the credit in the bank account you provided within 15 days. Unless Automatic Reloading is activated on your card, you can also apply for a refund of up to € 30.00 credit at a Sales and Information point for a public transport company. Enter everything in block capitals and use a black or blue pen to ensure this form can be processed correctly.

## 1 Reason for termination

- I no longer use public transport
- I am switching to an anonymous OV-chipkaart
- My card has expired
- The cardholder is deceased
- Other

## 2 Cardholder details

OV-chipkaart card number, 16 digits

3 5 2 8

Initial(s)

Surname prefix(es)

Surname

Street

House number

Suffix

Postcode

Town

Date of birth, dd-mm-yyyy

Gender

- Male  Female

Daytime phone number (without dashes), not compulsory

0

Bank account number (IBAN notation)

*N.B.! Make a copy or photo of the completed form showing the card number. We will then be able to help you more quickly if you have any questions.*

*N.B.! If the cardholder is deceased, please enter the initials, surname and date of birth of the cardholder.*

○ Please turn over

### 3 Signature

The undersigned declares that he or she accepts TLS B.V.'s OV-chipkaart General Terms and Conditions and declares that he or she has entered the details on this form correctly.

*If you are aged under 18 or if you do not have legal capacity, please ask your legal representative to sign this form.*

Date, dd-mm-yyyy

 -  - 

Signature

#### Please remember:

- to sign this form
- to stick on your OV-chipkaart (not compulsory in the case of a deceased cardholder)

Stick your OV-chipkaart here

Send the fully completed form to the following address, along with the OV-chipkaart.

OV-chipkaart Customer Services  
Postbus 365  
NL 3800 AJ Amersfoort

#### General Terms and Conditions

The OV-chipkaart is subject to the 'OV-chipkaart General Terms and Conditions'. You can find these General Terms and Conditions at [www.ov-chipkaart.nl](http://www.ov-chipkaart.nl), through OV-chipkaart Customer Services: 0900-0980 (normal phone cost) or through a Sales and Information point. These will be sent to you free of charge on request.

#### Privacy policy

Translink processes your details to ensure good functioning of the OV-chipkaart, the OV-chipkaart system and the implementation of the agreement made with you. In our privacy statement on [www.ov-chipkaart.nl/privacy](http://www.ov-chipkaart.nl/privacy) we have set out how we handle your personal data for you. Send your questions about privacy to [privacy@ov-chipkaart.nl](mailto:privacy@ov-chipkaart.nl) or contact our Customer Services on 0900-0980 (normal phone cost).