

# Application for replacement card for a defective or incorrect **personal** OV-chipkaart

You can use this form to apply for a replacement card for a personal OV-chipkaart. You should do this if:

- your card is defective (if the defect is not visible, first have your card checked at a public transport company counter)
- your passport photo on the card is incorrect
- your personal details on the card are incorrect

Please note! If you would like to change your personal details and you have a pass on your card, you should also provide the correct personal details to your public transport company.

Complete all the fields in block capitals and use a black or blue pen to ensure this form can be processed correctly.

## 1 Reason for replacement card

I would like a replacement card because:

My personal details are incorrect and need to be changed.

The passport photo on my OV-chipkaart is incorrect.

My personal OV-chipkaart is defective (if your card does not appear to be damaged, first have it checked at a public transport company counter).

DO NOT use this form for a lost or stolen card. To do this, contact OV-chipkaart Customer Services via [www.ov-chipkaart.nl](http://www.ov-chipkaart.nl) or 0900 - 0980 (normal phone cost).

## 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

Private phone number (without dashes), not compulsory

0

Date of birth, dd-mm-yyyy

Gender

-  -

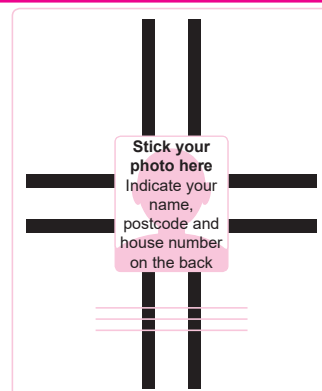
Male

Female

## 3 Passport photo

Please note: only stick a passport photo here if the photo on your OV-chipkaart is incorrect.

Take a recent, unused original passport photo, **not a personal print or print-out of a digital photo**, and indicate your name, postcode and house number on the back of the photo. Remove the sticker and stick the photo firmly to the self-adhesive part. Do not use staples, sticky tape or paper clips.



○ Please turn over

## 4 Account holder SEPA authorisation

By signing this form, you provide authorisation to Trans Link Systems B.V. to send a collection request to your bank in order to debit € 11.00 from your account for the card contribution and authorisation to your bank to debit € 11.00 from your account in accordance with the request from Trans Link Systems B.V. If you do not agree with this collection, you can reverse it at a later date. To do this, contact your bank within eight weeks of the debit. Ask your bank for the terms and conditions.

Bank account number. We also use this number to refund your credit.

Initial(s)

Surname prefix(es)

Surname

Town

Town in which signed

Signature of account holder or legal representative.  
*The account holder declares that he/she has completed this form truthfully.*

Date of signature, dd-mm-yyyy

## 5 Sign and stick on OV-chipkaart

The undersigned declares that he or she accepts the OV-chipkaart General Terms and Conditions and the automatic processing of the passport photo 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 of cardholder or legal representative

### Please remember:

- bank account number
- signature
- stick on OV-chipkaart

### Stick your OV-chipkaart here

**Please note: you will receive your replacement card within 2 weeks**

Send the fully completed form, along with the OV-chipkaart, to the following address in a franked envelope:

OV-chipkaart Customer Services,  
Postbus 365  
3800 AJ AMERSFOORT

Only forms completed in full will be processed.

#### General Terms and Conditions

The OV-chipkaart is subject to the OV-chipkaart General Terms and Conditions.

#### 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).

You can read the OV-chipkaart General Terms and Conditions and the complete TLS privacy policy at [www.ov-chipkaart.nl](http://www.ov-chipkaart.nl), request them through OV-chipkaart Customer Services on 0900-0980 (normal phone cost) or collect them from your public transport company. These will be sent to you free of charge on request.

#### Passport photo

TLS uses your passport photo to make your OV-chipkaart. TLS stores a digital version of your passport photo for the production of a new copy of your OV-chipkaart, if you lose your card, for example. By signing this form, you provide express permission for your passport photo to be processed for this purpose. If you have a complaint or question, please contact OV-chipkaart Customer Services on 0900-0980 (normal phone cost).

#### TLS payee ID

The payee ID of Trans Link Systems B.V., Stationsplein 151-157, 3818 LE in Amersfoort, the Netherlands, is NL03ZZZ301771260000.

#### Price changes

This form is valid for up to 3 months after a price change. Please see [www.ov-chipkaart.nl](http://www.ov-chipkaart.nl) for the most up to date card prices and fares.