

# Application for a new OV-chipkaart

## And/or a credit refund for an expiring/expired personal OV-chipkaart

OV-chipkaart card number, 16 digits

3 5 2 8

Initial(s)  Surname prefix(es)  Surname

Street  House number  Suffix

Postcode   Town or city

Enter everything correctly and in full in block capital and use black or blue ink.

**N.B.:** You can only use this form if your OV-chipkaart will be expiring within six weeks or has already expired.

### Choose A or B (tick, choose only one option)

**A**  I do *not* want a new personal OV-chipkaart, but I would like a credit refund.

Enter your account number and provide your signature below.

Bank account number (IBAN notation)

You will receive the remaining credit to this bank account within 15 days after expiry of your card.

You do not need to fill in anything else.

**Send the form to:**

OV-chipkaart Customer Services  
Postbus 365  
NL-3800 AJ AMERSFOORT

Signature

**B**  I would like a new personal OV-chipkaart and a credit refund. Continue to the next page.

Passes and products that are now on your card will also be on your new card.

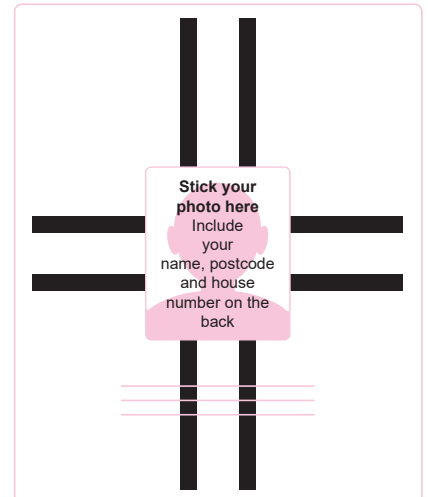
**N.B.:** After sending this form, do not add any more passes to your current card. These will not be added to your new card.

Please turn over

## Passport photo

A passport photo is compulsory on a personal OV-chipkaart. If you would like a different photo on your new card, stick a recent, unused and original passport photo (not a print of your own or a print-out of a digital photo). Tick the box below if you want to continue using the photo on your old card.

I accept the use of my old passport photo on my new card.



## SEPA authorisation

By signing this form, you authorise Trans Link Systems B.V. to:

- Send a collection request to your bank to debit € 10.50 from your account for the card contribution and your bank to debit € 10.50 from your account in accordance with Trans Link Systems B.V.'s request. If you do not agree with this collection, you can reverse it. To do this, contact your bank within eight weeks. Ask your bank for the terms and conditions.

By signing this form, you also agree that:

- The collection of the above amount by Trans Link Systems B.V. will take place within 5 working days of the date of the letter with which you receive your OV-chipkaart.
- The OV-chipkaart General Terms and Conditions.

Enter your account number and provide your signature below.

Bank account number (IBAN notation)

Town or city in which signed

Date on which signed, *dd-mm-yyyy*

Signature

You will receive the remaining credit to this bank account within 15 days after expiry of your card.

Send the form to:

OV-chipkaart Customer Services, Postbus 365, NL-3800 AJ Amersfoort.

**Please remember:**

- Bank account number
- Signature
- For option B: Passport photo

### 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 consult 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 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 create your OV-chipkaart. TLS keeps 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 give express permission to use your passport photo for this purpose. In the case of a complaint or questions, please call OV-chipkaart Customer Services on 0900-0980 (normal phone cost).

### TLS' collector ID

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

### Price changes

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