

Concessionary Travel

Renew or replace your Warwickshire bus pass



Part 1. About the applicant

Title	Mr / Ms / Mrs / Miss / Mx / Other _____		
First Name		Address	
Surname			
Date of Birth			
National Insurance Number (if known)			
Phone number			
Mobile number		Postcode	
Email address*			

* **The address needs to be unique – you should not use a shared email address.**
 If you have your own unique email address then;

- we will email you when your pass is posted
- we can send you a reminder when your pass is due to expire
- we can use email it to contact you instead of sending a letter
- you can get an online account to manage your bus pass

! If two people try to use the same email address, then this can cause problems with both bus passes.

	Please send an email when my pass is due to expire
	I do not wish to receive a reminder email when my pass is due to expire
	I do not have my own personal email address

Part 2. What is the reason for your request?

↓ Please indicate why you need a new pass

1. Pass has expired (or expires within the next month)	Expiry date _ _ / _ _ _ / _ _ _ _
2. Lost pass	There is a £10 charge for replacing a lost or damaged pass, or for issuing a pass in a new name. Please enclose a cheque or postal order for £10 payable to 'Warwickshire County Council'.
3. Damaged pass	
4. Name change	
5. Pass has been stolen & reported to the police	Please provide your crime/incident number here <div style="border: 1px solid black; height: 20px; width: 100%;"></div>

If your pass won't scan on the bus
 Please try it on different buses within Warwickshire in case it is a problem with a ticket machine. If it still won't scan, then check for damage. **A card that has been cut, bent, rubbed or scratched may not scan. This will be treated as a damaged card and a charge will be payable.**
 If your pass is undamaged and won't scan on multiple Warwickshire buses, then please make an appointment at a library where they can check your pass for damage and, if necessary, issue a free replacement. Please call the number below to make an appointment.

If your pass needs replacing for any other reason,
 please telephone 01926 359180 or email ct@warwickshire.gov.uk

Part 3. Photograph

If you would like to update the pass photo please attach it here



- Passport sized (approx. 45mm tall x 35mm wide)
- Printed on photographic paper
- Colour, ideally against a plain background
- Show a close up of your full head and shoulders
- You must make sure that no other person appears in the photo background.
- 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. Evidence of your address

If you have moved since you last received a pass, or if your pass expired more than a year ago, we will need to see up to date evidence of your address.

Mark X below so we know if you are providing address evidence

I have not moved AND my pass is either still valid, or it expired less than a year ago
 → **Please go to Part 5** (no need to include address evidence – we will get in touch if we need anything)

My pass expired more than 12 months ago – I have enclosed up to date address evidence

I have recently changed address – I have enclosed up to date address evidence

Address – If applicable, please supply ONE document. It must be dated within the last year.

Mark X below against the evidence you have included

Council tax bill (current tax year)

Utility bill in your name (gas, electricity, water) - dated within last 12 months

Personal landline telephone bill

Rent receipt/tenancy agreement - from Council, Housing Association or Letting Agency - dated within last 12 months

NHS Letter or Prescription which shows address (provided NHS docs are not used for date of birth) - dated within last 12 months

Letter from DWP which includes National Insurance Number - dated within last 12 months

Housing benefit/council tax letter benefit - property address matches postal address - dated within last 12 months

Personal tax letter from HMRC which includes National Insurance Number - dated within last 12 months

Letter from The Pension Service at DWP - dated within last 12 months

Letter from The Probation Service - dated within last 12 months

Letter from JobcentrePlus - dated within last 12 months

Current mooring licence - dated within last 12 months

Part 5. Evidence of your name change

If you want your pass issuing in a different name, you will need to enclose evidence which shows your old and new name → **If your name has not changed, go to Part 6**

I have enclosed evidence of my name change (e.g. deed poll, marriage certificate)

Passholder name:

Part 6 : Declaration

To be signed by the applicant, or by their representative if they are unable to sign for themselves

- Checklist – have you included;
- a cheque or postal order for £10 if you are replacing a lost or damaged pass, or if you want a pass in your new name
 - crime reference number (if pass was stolen)
 - a new photograph (if you want to provide one)
 - up to date evidence of your address (if required)
 - evidence of your name change (if required)

Signature of applicant	Date
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If the applicant cannot sign for themselves, their representative should sign below

Signature	Name of person signing
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Relationship to applicant. or authority to act for them

Please do not send originals of your evidence as we cannot accept responsibility for the safe return of any documents that are sent to us.

Please send the form to us at:
 WCC Concessionary Travel
 The Post room, Rear of Shire Hall, Warwick, CV34 5RL

<p>Telephone enquiries: (01926) 359180 Monday to Friday 9am – 4.30pm</p> <p>Email enquiries ct@warwickshire.gov.uk</p>
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Privacy Statement

This service administers the Concessionary Travel scheme in Warwickshire. Our valid lawful basis for processing personal data is a legal obligation.

To see how we use your personal data and what your information rights are, please read our Concessionary Travel privacy notice. It should be read in addition to the council's overall customer privacy notice at www.warwickshire.gov.uk/privacy which includes the contact details if you have a complaint about your information rights. For general enquiries contact Warwickshire County Council customer services on 01926 410410.

FRAUDULENT USE OF YOUR PASS MAY RESULT IN PROSECUTION