

**STR15/V1 Lost, Stolen or Withdrawn  
Oyster card, PTAC or Staff  
Travel card – retired staff  
Application for replacement**

Staff Travel, 1<sup>st</sup> Floor 14 Pier Walk, North Greenwich, London SE10 0ES



Please complete all sections in black or blue ink, using BLOCK CAPITALS.

If the application is for a Nominee/Partner, appropriate proof of address for the Nominee/Partner must be provided. (See below)

The form will not be processed if any information is missing or completed incorrectly. You must complete a separate form for each person.

### **Proof of address**

If applying for a nominee/partner, you must provide proof of their address to confirm they live with you. We accept copies - we don't need to see the original documents.

Accepted:

- UK driving licence (full and provisional - photocard version only)
- Utility bill - gas, electricity, water, telephone - dated within the last 3 months
- Current TV licence
- Bank/building society statement/letter - dated within the last 3 months
- Current council tax bill
- Benefits notification letter/official notification letter from the Department for Work and Pensions - dated within the last 3 months
- HM Revenue & Customs letter - dated within the last 3 months
- Tenancy agreement – from a Local Council or Housing Association - dated within the last 3 months

Not accepted:

- Mobile phone bill
- Credit card/store card statement
- Unsolicited/junk mail
- Tenancy agreements from private landlords and agencies

### Privacy statement

TfL, its subsidiaries and service providers, will use your personal information for the purposes of customer services and administration, the provision of travel related information, customer research and fraud prevention. Your personal information will be properly safeguarded and processed in accordance with the requirements of privacy and data protection legislation.

In certain circumstances, TfL may also share your personal information with the police and other law enforcement agencies for the purposes of the prevention or detection of crime.

## Lost/Stolen or Withdrawn Oyster card / PTAC Retired Staff – Application for replacement

The form must be completed and returned to:

TfL Staff Travel, Retired Travel Facilities, 1<sup>st</sup> Floor, 14 Pier Walk, North Greenwich,  
London SE10 0ES

If you need any help completing this form please call Staff Travel team on: 0800 0155 073.

---

### Retired Employee Details

Mr/Mrs/Ms/Miss First name \_\_\_\_\_ Surname \_\_\_\_\_  
(Please delete)

Retired Number R 

--	--	--	--	--	--

(As shown on Retired Photocard if available)

Home Address

\_\_\_\_\_

\_\_\_\_\_ Postcode \_\_\_\_\_

Telephone Number: \_\_\_\_\_

---

### Pass Details

**Type of Pass:** Retired Staff Oyster card / Retired PTAC / Retired Nominee Oyster card/ Retired  
Staff Travel Card (Please delete as appropriate)

Name on Lost/Stolen or Withdrawn Oyster card/PTAC (If different from the above)

Mr/Mrs/Ms/Miss (Please delete as appropriate)

First name \_\_\_\_\_ Surname \_\_\_\_\_

---

### Employee statement

Please state below, in detail, how, when and where the pass was lost/stolen or why it cannot be  
returned. If the pass has been withdrawn, you must explain who withdrew it, where, when and why.

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Retired Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_