



Customer Experience, Revenue Policies: Staff Briefing Notice **13**

60+ London Concessionary Scheme

Effective date:	1 November 2012
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Background

Following a change in government legislation the age of entitlement to a Freedom Pass, for both men and women, is rising in line with the state retirement age for women. From April 2010 the retirement age for women has been rising by one month, every two months. Hence the age of entitlement for a Freedom Pass is now at least 61.

To bridge the gap between 60 and the rising age of Freedom Pass entitlement, the Mayor pledged to introduce a concessionary travel scheme to Londoners aged 60 and over. The 60+ London scheme will be launched on 1 November 2012.

Eligibility criteria

Applicants are eligible for a 60+ London Oyster photocard if

- their main residence is in a London borough **AND**
- they are aged 60 or over

Applicants are not eligible if they

- meet the criteria for an Older or disabled Persons Freedom Pass or
- have a Disabled Freedom Pass, an Older Persons Freedom Pass or Veterans Oyster photocard

Application process

Applications can be made online at www.tfl.gov.uk/60pluslondon from 17 October 2012.

Applicants will need:

- A colour digital photo
- An active email address

- A driving licence (full or provisional) OR
- A valid UK passport
- A valid debit/credit card registered in their name and current address, to pay the non-refundable £10 fee and confirm their address

Some applicants may not be able to complete an online application:

- if online checks of passport or driving licence fail
- if the applicant is unable to upload a digital photo

Applicants whose passport or driving licence checks fail, will be able to print off a verification letter and take it to a Post Office in London with the required proofs of eligibility. The Post Office clerk will check the documentation and then return the letter to the customer with their transaction receipt.

Applicants with a verification letter need to provide ID at the Post Office, please see table below:

Proof of their identity and address - must be dated within the last three months (one of the following):	Proof of age (one of the following):
<ul style="list-style-type: none"> ➤ Residential utility bill ➤ Council tax bill ➤ Bank, building society or credit card statement ➤ HM Revenue and Customs letter ➤ Department for Work and Pensions letter ➤ Occupational Pension letter ➤ Council or housing association rent book or statement ➤ Driving licence (full or provisional). Can only be used to verify their age or address, not both. 	<ul style="list-style-type: none"> ➤ Passport ➤ ID card from a European Economic Area country ➤ Letter of Pension entitlement ➤ Birth certificate ➤ Driving licence (full or provisional). Can only be used to verify their age or address, not both.
Only original documents will be accepted, not photocopies	

If a customer is unable to upload a suitable photograph, TfL will send them a form with a prepaid envelope so they can return the completed form and a passport sized photograph in the post.

A non-refundable £10 administration fee is payable.

- Customers able to verify their age and address online can pay online, providing the billing address for their credit/debit card matches the address given in the application
- Customers submitting a verification letter at the Post Office must pay the £10 fee there

The information provided by applicants will be used to create a 60+ web account. Once customers have made an application online, they can log in to their web account for updates on their application or to report their 60+ London Oyster photocard lost, stolen or damaged

If the customer doesn't have access to the internet or encounters problems during their online application, Novacraft will provide a telesales route. Customers who use the telesales route won't have a web account.

Card type

The cards will be issued on the same stock that is used for the 18+ Student and War Veterans schemes.

On all validation devices, OCTA and GUI, the card reads as and displays the Elderly Freedom Pass Product.

To differentiate between a 60+ London card and Freedom Pass card on GUI, you need to check the media type. The media type for a Freedom Pass is 4k whereas the media type for a 60+ London card is 2k.

Validity

60+ London Oyster photocard holders can travel free:

- at all times on bus, Tube, tram, Docklands Light Railway, London Overground and the following National Rail services:
 - On Chiltern Railway services between Amersham – Marylebone and West Ruislip – South Ruislip
 - On First Capital Connect services between Finsbury Park – King's Cross
 - On London Midland services between Harrow & Wealdstone and Euston
 - On Greater Anglia services between Stratford - Liverpool Street
 - On c2c services between Upminster - Fenchurch Street

- After 09:30 Monday-Friday and at all times weekends and public holidays
 - on most National Rail services in Greater London
 - outside Greater London to Dartford and Swanley
- After 09:00 Monday-Friday and at all times on weekends and public holidays on Southern services between Clapham Junction and Harrow & Wealdstone

60+ London Oyster photocard holders can get a discount on any of the following River services:

- City Cruises: Westminster – Greenwich
- Thames River Services: Westminster – Greenwich – Thames Barrier
- Crown River Cruises: Westminster – St Katherine's
- WPSA: Westminster – Hampton Court
- Thames Clippers: Embankment and the London Eye – The O2 and Woolwich Arsenal
- Thames Clippers: Bankside – Millbank

60+ London Oyster photocard holders can show their card to pay the discounted adult rate Boarding Pass fare on Emirates Air Line.

60+ London Oyster photocards are not valid on:

- Virgin Trains
- London Midland and Southern services between Harrow & Wealdstone and Watford Junction
- ScotRail services
- Heathrow, Gatwick and Stansted Express services
- Heathrow Connect between Hayes & Harlington and Heathrow
- Southeastern High Speed 1 services
- Non-TfL bus services outside London

Pay as you go credit cannot be added to a 60+ London Oyster photocard. Card holders wanting to travel before 09:30 on most National Rail services in London will need to get a standard Oyster card or pay cash fares.

Card expiry

The card will expire two weeks after the holder becomes eligible for an Older Persons Freedom Pass. The expiry date will be encoded on the card and printed on the front.

Customer support

Contact centre support is available daily Monday-Friday 08:00-20:00 on 0845 331 9872.

Applicants can check the status of their application by

- Logging in to their 60+ web account (if they have one)
- Texting the application reference number to 07624 809 356. They'll receive a response from the SMS service
- Calling 0845 331 9872

Lost, stolen, damaged or faulty Oyster photocard process

60+ London Oyster photocard holders can report their card lost, stolen or damaged via their web account at tfl.gov.uk/photocard or by calling the helpline on 0845 331 9872. Their lost, stolen or damaged photocard will be stopped and a replacement issued. A £10 replacement card fee is payable.

If their card is faulty and is no longer working customers should phone 0845 331 9872 to request a replacement.

Raising awareness

- There will be a soft launch, please advise customers to keep checking the website for updates www.tfl.gov.uk/tickets
- Customer publicity is still being developed. It is likely to include:
 - an article in The Metro
 - adverts in local newspapers

Photocard image



*If you have any questions, comments or suggestions concerning this briefing please email
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