



Customer Experience, Revenue Policy: Staff Briefing Notice **34**

Closure of 16+ Zip Oyster photocard scheme: July and August 2013

Effective date:	1 July 2013
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1. Background

Paper applications for 16+ Zip Oyster photocard will not be accepted from 1 July to 2 September 2013. On 2 September the 16+ Oyster photocard application process will re-open at the Post Office. 16+ Oyster photocards with free bus and tram travel have an expiry of 30 September after the start of the next academic year. So, applications made shortly before the start of the academic year will only a few weeks' validity.

We had complaints in the past from customers who applied during July and August expecting their new photocard to be valid for a whole year.

To avoid disappointment, TfL closes the 16+ Zip Oyster photocard scheme annually during July and August. This means the Post Office will not hand out or accept paper application forms. Also, as most customers apply for free bus and tram travel and need their school or college to endorse their application forms there is little point in the scheme being open during the summer vacation months.

2. Free bus and tram travel applications: July and August

Customers who need to apply during this time can still apply online at tfl.gov.uk/photocard for the 2012/13 academic year. If their application is endorsed by their school or college a photocard for free bus and tram travel, expiring on **30 September 2013**, will be issued. A warning message letting customers know when their photocard will expire will be displayed. If they remain in education they will need to apply again when the scheme re-opens.

Alternatively, customers can call 0343 222 1234, selecting the option for photocards for an application form to be sent to them. If their application form is signed by their school or college a photocard for free bus and tram travel, expiring on **30 September 2013**, will be issued. If they remain in education they will need to apply again when the scheme re-opens.

The Post Office will still accept verification letters during this time.

Verification letters allow customers who want to apply online but can't complete all the steps to print a letter allowing them to complete their application a Post Office along with

suitable identification. This is much quicker than a paper application form, as their records are updated overnight and a photocard is usually sent out within 24 hours.

3. Half-rate applications: July and August

Applications for half rate travel can only be made online at tfl.gov.uk/photocard.

If you have any questions or comments about this briefing please email [Sarah McAdam](mailto:sarah.mcadam@tfl.gov.uk)