

# GAUTRAIN CARD VALIDITY END DATE

Gautrain cards, like other smart cards, are subject to wear and tear. To ensure that the transaction data on the card is not compromised as a result of the card becoming defective, cards need to be replaced every 5 years.

Should your card have reached its validity end date on 31 December 2017 it will no longer be accepted on the Gautrain System. If you still have funds on such a card you may apply for a refund of the available value on your card which refund will be deposited into your bank account.

Refunds for amounts up to R1500 can be applied for via the website by registering an account on the website and linking the expired card to your profile. Refunds via this option will take approximately two days to process. Refunds can also be applied for at the Ticket Office at a Gautrain station. If you select to apply for a refund at a Ticket Office please ensure that you take a copy of your ID and bank statement (to confirm your banking details) with you. This refund process will take approximately fourteen days to process.

The admin fee that is generally applied to refunds will be waived on refunds applicable to cards that have reached their validity end date on 31 December 2017.

## VIEW THE VALIDITY END DATE OF YOUR CARD AT A TICKET VENDING MACHINE:

- 1: Place your card on the card reader.
- 2: Select the 'analyse card' option.
- 3: View the Card Validity end date on screen.

## VIEW THE VALIDITY END DATE OF YOUR CARD ONLINE:

- 1: Register an account at [www.gautrain.co.za](http://www.gautrain.co.za).
- 2: Link your card to your profile.
- 3: View the validity end date of your card

