

Latest News — 24th June 2016

How to replace an Expired myki or a myki that has stopped working

Do you and your staff know what to tell a customer when their myki is about to expire or is not working?

EXPIRED or EXPIRING myki:

Direct them to the nearest staffed station or PTV Hub for an on the spot replacement. They will not be charged for their replacement myki and the remaining balance on the card will be transferred instantly.

myki NOT READING on HHD:

The same process as above applies. The only difference is that the balance on their current card will **not** be available straight away and they will need to top up the new card before they travel.

Please be aware that retailers cannot offer a free on the spot replacement.

For further information on card replacement please visit <http://ptv.vic.gov.au/news-and-events/news/replace-a-myki-on-the-spot/>

Please contact your Relationship and Training officer if you require more details.

Date Read	Staff member