

Lost, Damaged or Stolen Concessionary Bus Pass Replacement Application Form

Complete this form if **applying by post** to Hampshire County Council for a replacement of a lost, damaged or stolen bus pass.

This information can be submitted via our online form at www.hants.gov.uk/buspass if you wish to pay by credit/debit card

Part One: Paying for your replacement bus pass

When notification that your current bus pass is lost or stolen is received, we will cancel your current bus pass. The administration cost for a replacement bus pass is £14.00 and will apply unless accompanied by an official crime number if your pass was stolen.

Crime number (if applicable)

If you wish to pay for your replacement bus pass online by credit or debit card, please complete the lost, damaged or stolen bus pass online form at www.hants.gov.uk/buspass.

Alternatively, payment for a replacement bus pass can be made:

- by calling 0300 555 1376 to make payment with a credit or debit card, or
- by completing and returning this form to the Bus Pass Team and enclosing a cheque or postal order made payable to Hampshire County Council

Refunds are not available once payment for a lost or damaged bus pass has been made.

Part Two: Personal details (Mr/Mrs/Miss/Ms other):

Surname: Forenames:

Address:

..... Postcode:

Date of Birth: NI Number (optional).....

Telephone Email:

Please continue over...

For official use only: Date on system:

Ref no:

Initial:

Part Three: Colour passport photograph

If you wish to update your current photo you may include with your application a recent, colour, passport sized photograph of yourself with your name and date of birth printed on the back. Your photograph, which must show your head and shoulders only, should be without head gear (except on religious or medical grounds) and be front facing and alone. This will be printed on your bus pass or vouchers so that you can be identified as the pass holder when travelling. We cannot accept photographs that are obscured or marked.

Part Four: Declarations

I confirm that I am a permanent resident in Hampshire and can only have one concession for my sole use to which I am entitled under the Transport Act 2000 and subsequent amendments.

I understand the concession is not transferable. Any misuse can result in the pass being withdrawn or cancelled and a new application will be required with supporting evidence.

I authorise Hampshire County Council to make any enquiries necessary to verify entitlement for travel concessions.

The information given is correct to the best of my knowledge and belief.

Signed: Dated:

If you are completing this form on behalf of 'the applicant', please provide additional information about yourself. By completing this section, you are confirming that the applicant has given you permission to make an application on their behalf and for Hampshire County Council to speak to you about this application, which may include requests for further information or evidence.

Name (print): Relationship to applicant:

Telephone Email:

Signed: Date:

Please return payment with this form, to 'Bus Pass Team, PO Box 696, FAREHAM PO14 9PD'

If you require additional support with your application, contact the Hampshire Bus Pass Team on email: concessionary.fares@hants.gov.uk or Telephone: 0300 555 1376

Replacement Concessionary Bus Pass

Terms and Conditions of use:

For a full set of terms and conditions of use please visit our website

www.hants.gov.uk/buspass

Please note:

- By accepting the offer of a bus pass, the eligible person indicates his/her acceptance of these terms and conditions.
- Photo ID must be of the applicant. HCC reserves the right not to issue a bus pass or to withdraw a pass if the photo provided is of someone other than the applicant. Providing photo ID other than of the applicant may be considered a fraudulent use of the scheme.
- If the pass is misused during bus travel or if it comes to light that any evidence used to support an application for a pass was inaccurate or fraudulent, HCC reserves the right to withdraw the pass.
- All applicants must notify the HCC Concessionary Travel Team of any changes in personal circumstances. This includes changes to name, address or contact details, eligibility or a significant change in appearance'. Proof of changes in personal circumstances will be required before a new pass can be issued.

T&C's may change over time please visit our website for the current version.

Privacy Notice:

Hampshire County Council collects information about you in order to provide you with a Concessionary Bus Pass or Travel Vouchers. We will use the information for the purposes of providing you with a Concessionary Bus Pass or Travel Vouchers and your information may be used for data matching purposes for the detection and prevention of fraud. We will process your data as necessary to comply with a legal obligation to which the County Council is subject (in accordance with the Transport Act 2000 et seq (C38, part II, mandatory travel concessions for journeys not beginning on the London bus network). Where health-related data is required as part of the application, the legal basis is necessary for reasons of substantial public interest.

Hampshire County Council Concessionary Travel Team will share this information with third-party organisations (Euclid) [Privacy Policy - My Bus Pass](#) only for the purpose of facilitating the Concessionary Travel scheme and providing you with a Concessionary Bus Pass or Travel Vouchers. This data will not be shared with any other third party unless there is a legal obligation to do so.

Your information will be stored electronically for the purposes of facilitating the Concessionary Travel service; this data will be held for the life of the card or vouchers and then according to statutory guidelines. Your paper application will be retained for one month. Your travel data will be stored for two years to facilitate the prevention and detection of fraud. Anonymised travel data will be held for longer for the purpose of monitoring services and to plan for future resources.

You have some legal rights in respect of the personal information we collect from you. Please see our website, details below, for further details. <https://www.hants.gov.uk/aboutthecouncil/strategiesplansandpolicies/dataprotection>

You can contact the County Council's Data Protection Officer at data.protection@hants.gov.uk . If you have a concern about the way we are collecting or using your personal data, you should raise your concern with us in the first instance or directly to the Information Commissioner's Office at <https://ico.org.uk/concerns/>.

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Team on email: concessionary.fares@hants.gov.uk or Telephone: 0300 555 1376