

Frequently Asked Questions

Gold Senior/Pensioner Opal card

Introducing the Gold Senior/Pensioner Opal card

What is an Opal card?

Opal is a reusable smartcard ticket for public transport, similar in size to a credit card. You only need to get an Opal card once. Instead of buying a paper ticket you load value on your Opal card to pay for travel – like an e-TAG for public transport.

What's the difference between Opal and the current Pensioner Excursion Tickets?

Pensioner Excursion tickets are paper based. You usually buy them at the beginning of the day then throw them away at the end of your day's travel.

Opal is a smartcard ticket you keep permanently. You load it with value, through a variety of convenient options, then use it on a pay-as-you-go basis when you travel. Daily fares are capped at \$2.50 per day for pensioners and seniors, so it costs the same as the current Pensioner Excursion Ticket – but if your fares are less than \$2.50 for the day, you pay less.

Can I still buy Pensioner Excursion Tickets?

Yes. Pensioner Excursion Tickets are available from more than 1,000 ticket sellers including newsagents, 7-Eleven convenience stores, Australia Post and selected Woolworths stores.

If I switch from a Pensioner Excursion Ticket to the Gold Senior/Pensioner Opal card will my fares change?

With the Gold Senior/Pensioner Opal card fares are capped at \$2.50 a day, so you never pay more than the Pensioner Excursion Ticket. And, if your fares for the day add up to less than \$2.50, that's all you're charged. So with Opal you could save money.

Getting a Gold Senior/Pensioner Opal card

Who is eligible for a Gold Senior/Pensioner Opal card?

People with the following concessions are entitled to apply for and use the Gold Senior/Pensioner Opal card:

- NSW Seniors Card holders
- Pensioner Concession Card holders
- NSW War Widows/widowers.

Seniors and pensioners from interstate may be able to apply for and travel with a Gold Senior/Pensioner Opal card later in the rollout. Gold Senior/Pensioner Opal cards are initially available to NSW residents only.

Does it cost me anything to 'buy' an Opal card?

No, Opal cards are 100% free. But you do need to add value when ordering or after you receive the card to travel.

How do I get a Gold Senior/Pensioner Opal card?

You can order your Gold Senior/Pensioner Opal card online at **opal.com.au** or by calling **13 67 25 (13 OPAL)**. Once you have ordered your Opal card it will take about 5 - 7 working days to be delivered.

How do I activate my Gold Senior/Pensioner Opal card?

Activate your card when it arrives by following the steps at **opal.com.au** or by calling **1800 447 792**. This ensures we know the correct card has reached you and it is not lost or stolen.

Travelling with the Gold Senior/Pensioner Opal card

Where can I travel with an Opal card?

With Opal you can travel on public transport throughout the Opal network in Sydney, the Blue Mountains, Central Coast, Hunter, Illawarra, and Southern Highlands.

How do I top up or add value to my Gold Senior/Pensioner Opal card?

You can add value by topping up your Opal card with as little as \$2.50 at Opal retailers, using cash or a credit or debit card. Or you can top up at **opal.com.au** or over the phone by calling **13 67 25 (13 OPAL)**. You'll need a credit or debit card to top up online or by phone, and the minimum top up is \$10. You can also choose auto top up, then when your balance gets low it automatically tops up from a linked Visa or MasterCard credit or debit card.

How do I find my nearest retailer for top ups?

Opal retailers are clearly marked with Opal signage. There are more than 1,400 Opal retailers in Sydney and the surrounding areas, with more added each week. To find your closest retailer you can go online to **retailers.opal.com.au**, or call **13 67 25 (13 OPAL)** and an Opal Customer Care representative can look it up for you.

How do I tap on and tap off?

Simply place your card against the Opal card readers at train stations, ferry wharves, on buses and light rail stops to tap on and begin your journey. At the end of your journey, always tap off on a reader and the system automatically deducts the correct fare from your card.

What happens if I forget to tap off?

If you forget to tap off a default fare is charged, which is the maximum fare for the mode you are travelling on. For Gold Senior/Pensioner Opal cardholders, the default fare is never more than your \$2.50 daily cap.

Once I have received my Senior/Pensioner Opal card, do I need to carry my entitlement card?

Yes, as you do today, you should always carry your Seniors Card, Pensioner Concession Card or NSW War Widow/er Card with you when using your Gold Senior/Pensioner Opal Card.

What should I do if I lose my Gold Senior/Pensioner Opal card?

If your Opal card is damaged, lost or stolen and you report it to us, one of the benefits of travelling with Opal is that the balance of a registered Opal card is protected and can be transferred to new Opal card. Just remember to report any loss or theft of your card immediately by calling **13 67 25 (13 OPAL)**.

I have a disability, have you done anything to make it easier for me to use Opal?

Opal has been designed with the needs of a diverse range of customers in mind. To achieve this we provide multiple options for most customer tasks and services. In practice that means if you're unable to accomplish a task one way, there are alternative options.

For example, auto top up is available to all Opal card users and can be set up via **opal.com.au** (which will be WCAG2.0 compliant by the end of 2014) or over the phone by calling **13 67 25 (13 OPAL)**, **133 677** for TTY services or **1300 555 727** for customers with hearing or speech impediments.

The same principles apply when tapping on and tapping off. If you can't use the gate then station staff will assist you. Gates are left open at unstaffed stations.

This multiple entry, multiple channel approach provides a better system for everyone.