

Is your NoWcard Valid?

From 1 February 2018 bus ticket machines will indicate if a NoWcard pass is valid for travel.

If a pass is not valid, it may have been cancelled by the local authority.

Up to 28 February 2018 you will be allowed to travel by bus for free even if your pass has been cancelled. This will give you the chance to obtain a replacement, if you are entitled to do so.

If your card is not valid and blocked by the ticket machine - Contact NoWcard on 0300 123 6737 as soon as you are able, to arrange for a new pass to be issued.

Q Why would my bus pass be Hotlisted?

There are four main reasons why a bus pass is Hotlisted:

- Because the pass was reported as lost or stolen and it was replaced. Do you have the new replacement pass at home or in another bag or wallet?
- Because the pass has been replaced by a more recent pass - you may have changed to a Disabled 24/7 NoWcard or a Plus Companion NoWcard and were requested to return the previous pass.
- Because you are no longer entitled to concessionary travel – you may not have provided suitable proof of your eligibility.
- Because NoWCard wrote to you and the letter was returned by Royal Mail – have you changed address recently?

Q The driver has told me my pass is Hotlisted – what do I need to do?

- Check to see if you have 2 or more passes. The pass with the highest 18 digit number is the latest one and valid for travel. Other passes should be returned to FREEPOST NOWCARD.
- Call the NoWcard Helpline 0300 123 6737 as soon as possible and they will order a replacement pass.
- If you have changed address you will need to tell the Helpline staff and you will be requested to provide proof of your new address.

Q Will I still be able to travel free of charge if my NoWcard is Hotlisted?

Yes there is a one month amnesty period in February during which time you will be allowed to travel free of charge until 28th February. This should give you enough time to obtain a replacement pass.

From 1st March 2018 you will be charged the full fare if you have not obtained a replacement pass.

Q The driver has taken my NoWcard – is he allowed to do that?

Yes – from 1st March 2018 the Council has requested drivers to take Hotlisted passes from users and return them to NoWcard to reduce the number of cancelled passes in circulation.

Q Will I have to pay for travel?

Yes – from 1st March 2018 if your pass is Hotlisted you will need to pay if you wish to travel until you receive your replacement pass.

Q My bus pass is damaged but is not hotlisted, can I still use it?

If your pass is damaged the driver is within his rights to keep the card and return it to NoWcard. You should replace your damaged card as soon as possible.

Q My bus pass does not read correctly on the bus but is not hotlisted, can I still use it?

If your pass is not reading properly but is not Hotlisted and there is no physical damage you will need to request a replacement by calling the Helpline on 0300 123 6737.