

## Is your NoWcard Valid?

The ticket machines on the bus will indicate to the driver if a NoWcard pass is valid for travel.

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

## Q Why would my bus pass be Hotlisted?

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

- the pass has previously been reported as lost or stolen and was replaced.  
*Do you have a replacement pass at home or in another bag or wallet?*
- the pass has been replaced by a more recent pass  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  
but forgot to return the previous pass as requested?*
- you are no longer entitled to concessionary travel  
*You may have failed to respond to a request to provide suitable proof of your eligibility.*
- NoWCard wrote to you and the letter was returned by Royal Mail  
*Have you changed address recently and forgotten to inform us?*

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

- Check to see if you have two or more passes.  
If you do the pass with the highest 18 digit number is the latest one and the one which you should be using for travel.  
All previous passes should be returned to **FREEPOST NOWCARD.**
- If you have changed address you will need to provide proof of your new address.  
Call the **NoWcard Helpline 0300 123 6737** as soon as possible and they will tell you what information they need.
- If you are sure :-
  - You only have one pass
  - It is the one issued most recently
  - You have not changed address since your last pass was issued

Call the **NoWcard Helpline 0300 123 6737** as soon as possible and they will order you a replacement pass.