

# Concessionary Travel Card application form for people aged 60 years and over

Please complete this form to apply for a Concessionary Travel Card. If you need help to fill in this form please contact the Integrated Transport Unit for further advice. **This form is also available in Welsh.**

Please complete all appropriate sections CLEARLY and in BLOCK CAPITALS.

Once you have completed your application and have all the necessary evidence, you will be required to book an appointment with an advisor at a One4aLL Centre. This must be done ahead of your visit on the Council's website at [www.rctcbc.gov.uk/bookit/](http://www.rctcbc.gov.uk/bookit/) or by telephone on 01443 425005.

One4aLL Centres are located at:

- Aberdare - Library, Green Street, Aberdare CF44 7AG
- Mountain Ash - Canolfan Pennar, Oxford Street, Mountain Ash CF45 3HD
- Pontypridd - Sardis House, Sardis Road, Pontypridd CF37 1DU
- Porth - Porth Plaza, Pontypridd Road, Porth CF39 9PG
- Treorchy - Library, Station Road, Treorchy CF42 6NN

N.B. If you can not provide all the evidence your application will be refused.

## Your application

Concessionary Travel Cards are available to people whose main residence is in Wales and who meet eligibility criteria set out in the guidance attached or available at [www.tfw.wales/travelcards](http://www.tfw.wales/travelcards). Please check you are eligible before applying and contact the Integrated Transport Unit if you are unsure.

## Photo

Please provide a recent and clear passport photo with your application and write your name and date of birth on the back.

I have attached a passport photo

## Evidence of eligibility

All applicants must provide two proofs of address in Wales and one proof of age.

Please refer to the information attached to this form or visit [www.tfw.wales/travelcards](http://www.tfw.wales/travelcards) to see which documents may be used for proof of address and age. Please attach copies rather than original documents as they will not be returned.

I have attached copies of all evidence of eligibility required

## Contact Us

Telephone Rhondda Cynon Taf's Integrated Transport Unit on 01443 425001 or email [transportationservices@rctcbc.gov.uk](mailto:transportationservices@rctcbc.gov.uk) (please provide a brief outline of your query).

NE500-06-19

## Your details

\*Mandatory information needed: We can only process an application if you provide all information marked with an asterisk

\* First name as it appears on official documents

Middle name/s as they appear on official documents

If you are known by a shorter or different first name, please enter it below and we will print this on your card, or leave blank to use the name above

\* Surname as it appears on official documents

\* Address

\* Postcode

\* Date of birth – day, month, year

\* National Insurance Number

\*  I'm a resident of Rhondda Cynon Taf County Borough Council

## Contact information

To assist us with any queries we may have with your application, you should provide a phone number and/or email address. If you are unable to provide your own contact details, you can provide details of a friend or relative or other contact, so long as you obtain their permission to use their contact details and you give your consent to provide your information to them.



Your phone number or the phone number of someone we can call or text if we have queries

Home

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Mobile

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Your email address or the email address of someone we can contact if we have queries

Please communicate with me in Welsh

## Communication and marketing preferences

We'll let you know about the administration of the scheme using the contact details you have provided.

Transport for Wales is working with transport operators to transform public transport. We'd like to keep you informed about exciting new developments, letting you know about new and better services, discounts, special offers and other information so you can get the best from public transport.

If you'd like to hear from us or our partners, please let us know who you'd like to hear from and how you'd prefer to receive information by ticking the boxes below.

If you consent to our partners contacting you, we'll share your contact information with the relevant partner/s for this purpose.

### Who would you be happy to hear from? Tick all that apply

- Transport for Wales
- Transport for Wales Rail Services for offers relating to rail travel or service changes
- Your council
- Bus operators for offers relating to bus travel or service changes
- Welsh Government

### How would you like to receive updates? Tick as many as you want

- Email
- Text/SMS message (to mobile phone)
- Phone call
- By post

## General Data Protection Regulation 2018

We'll use your personal data you've provided here in accordance with the Council's Concessionary Travel Card Privacy Policy. This is available at [www.rctcbc.gov.uk/dataprotection](http://www.rctcbc.gov.uk/dataprotection) or writing to the Integrated Transport Unit, Rhondda Cynon Taf County Borough Council, Sardis House, Sardis Road, Pontypridd, CF37 1DU. The Transport for Wales Privacy Policy is available at [www.tfw.wales/travelcards](http://www.tfw.wales/travelcards) or writing to Traveline Cymru, PO Box 83, CF11 1NA.

We only use your personal data when the law allows us to. We use data primarily:

1. To comply with a legal obligation: As a transport authority, we are legally required under the Transport Act 2000 to issue Concessionary Travel Cards to individuals who are entitled to them, and so most of our processing is for the purpose of meeting this legal obligation.
2. To perform a public task: for instance, to ensure that the concessionary card scheme is administered efficiently.

Your data is stored securely in a national system administered by Welsh Government and Transport for Wales (and their service providers) for the purposes of administering the concessionary travel scheme. Bus operators can access your card number to claim reimbursement when you use your card.

We do not normally rely on consent as a legal basis for processing your personal data.

We will also use your personal data to send you marketing communications, if you consent to us doing so. We will only send you marketing where you agree to receive it, and you can change your mind at any time by contacting us.

Your legal rights to request access to, correct and erase information are set out in our privacy policy.

## Declaration

I confirm that the information given above is correct and understand that if any details are found to be false, my card will be cancelled, and I may have to pay any costs arising from the issue or use of the pass.

Signature

Date – day, month, year

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The scheme's terms and conditions are available at [www.tfw.wales/travelcards](http://www.tfw.wales/travelcards) and council offices or in writing from Traveline Cymru, PO Box 83, CF11 1NA.

Once you have completed your application and have all the necessary evidence, you will be required to book an appointment with an advisor at a One4aLL Centre. This must be done ahead of your visit on the Council's website at [www.rctcbc.gov.uk/bookit/](http://www.rctcbc.gov.uk/bookit/) or by telephone on 01443 425005.

N.B. If you can not provide all the evidence your application will be refused.



# Guidance on evidence to support 60 and Over Concessionary Travel Card applications

## What evidence do I need to provide?

When you apply for a Concessionary Travel Card, you need to provide evidence so that we can check you are eligible to receive one. The evidence required differs depending on which type of card you're applying for.

### 60 and Over

You must provide evidence of (a) your address and (b) your age.

### Change of name

You must provide evidence of your change of name.

### Change of address

You must provide evidence of your new address.

### How do I submit evidence?

You should submit a clear copy of the relevant documents with your completed application form.

If you're unsure which documents you'll need to provide, please contact the Integrated Transport Unit who'll be able to help.

**Please don't send us original copies of any of your documents, as we'll not be able to return them to you.**

### Evidence of address

Please submit copies of any two of the following:

- Council Tax bill or evidence of Council Tax exemption (current financial year)
- Evidence of rent payments (within the last 3 months)
- Current driving licence
- Benefit and pension documents (current financial year)
- Utility bill not including mobile telephone (within the last 3 months)
- Confirmation that the applicant is on the Electoral Roll for UK Parliamentary Elections
- Evidence that the applicant is a dependent of a person resident in the local authority's area
- Evidence that the applicant is in the care of the local authority or an approved agency and is resident in the local authority's area
- Evidence that the applicant has a permanent registration with a local GP
- Evidence of Home Office documentation confirming residency

You should provide a copy of a letter or communication from the appropriate official agency or organisation, either as an official document or on the organisation's letterhead.

### Evidence of age

Submit a copy of one of the following:

- Current Passport;
- Current Driving licence; or
- Birth certificate (bearing the applicant's name).

### Evidence of name change

Submit a copy of a legal document clearly showing the new name and the linkage to the previous name, such as a marriage certificate or a deed poll.

