

ELDERLY PASS RENEWAL PROCESS: FREQUENTLY ASKED QUESTIONS (FAQs)

EXTERNAL

Pass renewal process

1 Q. How has my pass been sent to my new address?

A. SYPTE has checked the names and addresses they have for pass holders against a number of databases including the royal mail redirection service.

2 Q. Can I still renew my pass myself?

A. There is no need – if you haven't moved in the last 5 years then your pass will be sent automatically. If you've moved, you will need to contact Travel South Yorkshire to change your address and it will then be automatically sent out once they have the correct details.

3 Q. Can I go to a Customer Service Desk so that they can do it for me?

A. There is no need – if you haven't moved in the last 5 years then your pass will be sent automatically. If you've moved, you will need to contact Travel South Yorkshire to change your address and it will then be automatically sent out once they have the correct details.

4 Q. Can I renew my pass over the phone?

A. There is no need – if you haven't moved in the last 5 years then your pass will be sent automatically. If you've moved, you will need to contact Travel South Yorkshire to change your address and it will then be automatically sent out once they have the correct details.

5 Q. My pass is due for renewal in 4 weeks and I haven't had it yet

A. Please contact Travel South Yorkshire, by calling Traveline on 01709 515151, or by emailing passes@sypte.co.uk, who will be able to check this for you and ensure that your pass will arrive before your current pass expires. If your pass hasn't arrived before your current pass expires, you can use your current pass for two weeks after its expiration date.

6 Q. Will passes be automatically renewed for 2018?

A. SYPTE is currently auto renewing all ENCTS passes for 2017 as a trial. They will review the trial mid-year to look at customer feedback.

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7	Q. If I've never had a pass before will mine be automatically sent?
	A. No, passes are being automatically renewed for those who already have a pass that expires in 2017. If you have never had a pass before then you still need to apply.

8	Q. My pass expires in 2016, will it be automatically renewed?
	A. No, passes are being automatically renewed for those who already have a pass that expires in 2017. Please contact Travel South Yorkshire to reapply for your pass.

9	Q. What literature is there for customers explaining this?
	A. Posters and leaflets explaining this new process can be found at Interchanges, on buses and trams, and at various community venues across South Yorkshire. Emails have also been sent to all those who have a MyTSY account, the dedicated webpage travelsouthyorkshire.com/seniorrenew has been created, and information has been placed on Travel South Yorkshire' social media sites.

10	Q. What hours are Traveline open?
	A. Traveline is open from 0700 to 2200, seven days a week. The service is only unavailable on Christmas Day, Boxing Day and New Year's Day.

Updating details

11	Q. I need to change my address on my pass
	A. Please contact Travel South Yorkshire, by calling Traveline on 01709 515151 or emailing passes@syppte.co.uk , who will update your details so that your pass will go through the process of being renewed.

12	Q. I've changed my name since my last pass was issued but I've been sent a pass in my old name
	A. Please contact Travel South Yorkshire, by calling Traveline on 01709 515151 or emailing passes@syppte.co.uk , who will update your details and reissue your pass.

13	Q. My pass is due to be sent to me but I want to change my photo - how do I do it?
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	<p>A. You should send your new photo to Travel South Yorkshire, ideally eight weeks before your current pass expires, via:</p> <ul style="list-style-type: none"> • Email at passes@syppte.co.uk • Post to: Customer Liaison, South Yorkshire Passenger Transport Executive, 11 Broad Street West, Sheffield, S1 2BQ <p>You will need to state your full name, post code and date of birth when sending your image.</p> <p>Once Travel South Yorkshire has received your new photo your pass will go through the process of being renewed.</p>
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14	<p>Q. I've had my pass automatically renewed but I need to change my photo</p>
	<p>A. Travel South Yorkshire asked customers to send their new photo to them ideally eight weeks before a customer's current pass expires.</p> <p>If your pass' photo needs changing, you should send your new photo to Travel South Yorkshire via:</p> <ul style="list-style-type: none"> • Email at passes@syppte.co.uk • Post to: Customer Liaison, South Yorkshire Passenger Transport Executive, 11 Broad Street West, Sheffield, S1 2BQ <p>You will need to state your full name, post code and date of birth when sending your image.</p> <p>Once Travel South Yorkshire has received your new photo they will reissue your pass.</p>

15	<p>Q. I've updated my address on MyTSY but haven't been sent my pass yet</p>
	<p>A. Please contact Travel South Yorkshire by calling Traveline on 01709 515151 or by emailing passes@syppte.co.uk, who will be able to check this for you and ensure that your pass will arrive at your correct address before your current pass expires.</p>

16	<p>Q. Can I update my pass details online as they've changed since I got my last pass?</p>
	<p>A. Yes, you can update your details on travelsouthyorkshire.com/seniorrenew</p>

17	<p>Q. I've been sent a pass but I can no longer use it as I am immobile</p>
	<p>A. Travel South Yorkshire has automatically sent new passes to those customers with passes that expire in 2017. If you believe that you will not use your Senior Pass, please return it to them at:</p> <p>Concessions and Ticketing, South Yorkshire Passenger Transport Executive, 11</p>

	<p>Broad Street West, Sheffield, S1 2BQ.</p> <p>Once they receive your returned pass, they will update your details and ensure that you will not receive another pass.</p>
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18	<p>Q. A pass to a member of my family / friend who has passed away</p> <p>A. Please contact Travel South Yorkshire, who will update their records to ensure that they do not send any further correspondence. Please also return this pass to Travel South Yorkshire at:</p> <p>Concessions and Ticketing, South Yorkshire Passenger Transport Executive, 11 Broad Street West, Sheffield, S1 2BQ.</p>
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Pass protection

19	<p>Q. What is Pass Protection?</p> <p>A. Pass Protection allows customers to protect their pass for its duration. For the one off cost of £5, customers are able to replace their pass free of charge should they lose it. The usual charge to replace a lost pass is £7.</p>
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20	<p>Q. Can I add pass protection?</p> <p>A. Yes, you need to take the slip from the bottom of your letter that came with your pass to an Interchange customer service desk and pay £5 in cash. Alternatively, you can pay for this over the phone by calling TraveLine on 01709 515151.</p>
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