



Compensation Form

Personal details (PLEASE USE CAPITAL LETTERS)

Title:	First name:	Last name:
Address:		
Suburb/Town:		Postcode:
Day time telephone:		Evening or mobile telephone:

Line travelled

I travelled on the line(s) below:

Geelong
 Ballarat
 Bendigo
 Seymour
 Traralgon

Month travelled

It is essential you attach your ticket to this form as proof of travel

OR

Provide your myki card details

myki card number

Alternative myki card number

This 15 digit card number can be found on your myki.

Performance

Public Transport Victoria sets minimum monthly reliability and targets for V/Line to meet. Where we fail to meet these targets we will provide compensation to eligible V/Line customers. This compensation will be the value of a daily fare and will be loaded onto your myki.

Our monthly targets are:

Reliability: At least 96% of scheduled services operate

Punctuality: Our on time target is 92%

On commuter line trains punctuality is measured on time to 5 minutes 59 seconds.

On long distance trains punctuality is measured on time to 10 minutes 59 seconds.

Claims for compensation must be made within 60 days of the V/Line performance results being posted online at vline.com.au (usually in the first 10 days of the month).

You are eligible to claim compensation of a daily fare (for your zones) if you hold a valid myki pass of 28 days or more and you have used your myki on V/Line at least 10 days of the month.

Compensation may also be available to customers who experience a delay of 60 minutes or more in a single journey.

For monthly performance results go to vline.com.au/performance or call Customer Relations on **1800 800 007**.

To return this form

Please place this form in an envelope and address to: **V/Line Customer Relations, Reply Paid 5343, Melbourne VIC 8060**.

You will not require a postage stamp if you mail this from within Australia.

Claims will not be processed unless all personal details and your myki number are included.