Transport for Greater Manchester

Application for a replacement **igo** young person's concessionary travel pass

web form

Section A – Your details

Please see "How to get a replacement igo pass".
(Please complete in CAPITAL LETTERS)

Title (Place a cross in the box) Mr ☐ Miss ☐ Other (please state) ☐☐☐☐

First name ☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐ Middle Initials ☐☐☐

Surname ☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐

Date of birth D D M M Y Y Y Y (Place a cross in the box) Male ☐ Female ☐

Address ☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐

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Contact number ☐☐☐☐☐☐☐☐☐☐☐☐☐

Email address ☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐

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Section B – Declaration

To be completed by parent or guardian:

I confirm that the details given on this application form are correct.
Visit **www.tfgm.com/igo** for terms and conditions of use.

Printed name

Parent/Guardian signature

Section C – New photograph – only if you want to change your existing photo

Please confirm you have written your name and date of birth in CAPITAL LETTERS on the **back** of your photograph by placing a cross in the box. ☐

Your photograph must be:

- recent
- colour
- passport-size
- showing your full face without a hat
- good quality

Please use the label to attach your photo

See left for details of how your photo must appear

Section D – School details (If different from the school on your original application form).

Please complete in CAPITAL LETTERS

Name of school

Address

Postcode

Section E – Reason for replacement

Please place a cross in the box to show the reason for replacement

Lost, stolen, damaged ☐

Photo change ☐

Name change ☐

Please see 'How to get a replacement **igo pass**' section

Section F – For school use only

Please provide school stamp to validate your application if you live outside Greater Manchester, or cannot provide proof of your name.

This stamp confirms the applicant:	School stamp here
• is 16 or under • attends this school • is the person stated in Section A	

Section G – What to do next

Either

Post this completed form with a **photocopy** of your proof document (if needed) and your fee by debit/credit card, cheque or postal order (made payable to Transport for Greater Manchester) to:

Freepost RSCK-JHXA-EXZC, NCTPS Processing (TfGM), Hull HU9 1ED

OR

If you can only make a cash payment, take this completed form, your proof document (if needed) and £10 cash to your local Transport for Greater Manchester Travelshop. Please visit **www.tfgm.com** for opening times.

These locations can only accept cash payment (all other payments must be postal).

The £10 is an administration fee which is non-refundable.

Section H – Payment You must enclose a payment of £10 for your pass to be issued

(Place a cross in the relevant payment method box)

E1 Postal order ☐ (payable to Transport for Greater Manchester) **E3** PO Number

E2 Cheque ☐ (payable to Transport for Greater Manchester) **E4** Cheque Number

E5 Debit/credit card ☐ Please give details below

Card details

Card type **E6** VISA ☐ **E7** Mastercard ☐ **E8** Maestro ☐ **E10** Solo ☐

E11 Card holder name

E12 House number **E13** Postcode

E14 Card number

E15 Issue number (Maestro and Solo only) **E16** Valid from M M Y Y **E17** Expiry date M M Y Y

E18 Security code (this is the 3 digit number at the end of the signature strip on the reverse of your card)

For office use only

Eligibility

Proof of age seen at

TfGM ☐ Bureau ☐

Birth certificate ☐ Medical card ☐

Passport ☐ Other ☐

ODR ☐

I have checked the above details

Initials

Date D D M M Y Y Y Y

Authorising stamp

Payment

Payment taken at

TfGM ☐ Bureau ☐

Payment received ☐ Cash received ☐

Invalid payment ☐

I have taken payment as above

Initials

Date D D M M Y Y Y Y

Authorising stamp

Data Protection

Transport for Greater Manchester is the Data Controller for the purposes of the Data Protection Act 1998. Your information is being collected for the purpose of administering a travel pass only. Transport for Greater Manchester will manage the information you provide in a manner that conforms to the Data Protection Act 1998.

How to get a replacement igo pass

The replacement **igo pass** costs £10

Your igo pass is valid until 31 August after your 16th birthday.

Please follow the instructions that apply to you and fill in the sections of the form as shown.

1. **Change of Photo**
   – Complete Sections A, B, C, D, E and H.

2. **Change of Name**
   – Complete Sections A, B, D and E.
   Also provide proof of your name change in the form of adoption certificate, medical card, passport, EU/EEA ID card or change of name deed. If you have no proof ask your school to stamp Section F. No payment required.

3. **Change of Address only**
   – You do not need to complete a form – please phone the helpline for your details to be updated, you will be advised if you have to do anything. No payment required.

4. **Change of School only**
   – You do not need to complete a form – please phone the helpline for your details to be updated, you will be advised if you have to do anything. No payment required.

Lost or stolen

5. **Lost or Stolen but no details have changed** since your previous pass – Complete Sections A, B, D, E and H.

Lost or stolen with a change of details:

6. Lost or stolen and change of address (within Greater Manchester) – Complete Sections A, B, D, E and H.

7. Lost or stolen and change of address (to outside the Greater Manchester area) – Complete Sections A, B, D, E, F and H.

8. Lost or stolen and change of name
   – Complete Sections A, B, D E and H.
   Also provide proof of your name change in the form of adoption certificate, medical card, passport, EU/EEA ID card or change of name deed. If you have no proof ask your school to stamp Section F.

9. Lost or stolen and change of photo
   – See "change of photo".

10. Lost or stolen and change of school
    – Complete Sections A, B, D, E and H.

Payment Section

- Post your form with your £10 payment by debit/credit card, or cheque or postal order (made payable to Transport for Greater Manchester) and a photocopy of any document required, to the address shown in Section G.
  Do not put original documents or cash in the post.

- **You can only make a cash payment at** your local Transport for Greater Manchester Travelshop.
  Visit **www.tfgm.com** for opening times. Please take your completed application form, a photocopy of your proof document (if needed) and cash payment.

Please allow ten working days for your pass to arrive. If you have any queries please phone our helpline on **0161 244 1000** (office hours Monday to Friday) or email **concessionary.travel@tfgm.com**

Receipt for application form – **cash payment only:**

Transport for Greater Manchester assistant – please complete details below and hand to applicant as proof of payment with PayPoint receipt.

Applicant – please keep this as proof of your payment.

Applicant's name

Date of birth D D M M Y Y Y Y

Date of payment D D M M Y Y Y Y

Seller stamp