

Regional Apprentice and University Student Travel Card



Supporting access to
education and training



About your Regional Apprentice and University Student Travel Card

Your Regional Apprentice and University Student Travel Card is a \$250 prepaid, non-reloadable Visa card, provided to help ease travel costs and support access to education and training.

What you can use your card for

You can use your card to pay for:

- pre-booked NSW TrainLink regional train and coach services
- taxi trips
- fuel at service stations
- Opal card top up payments
- privately-operated coaches
- electric charging stations
- select community transport services.

What you cannot use your card for

- withdraw cash from automatic teller machines (ATMs), bank branches or via point-of-sale (POS) terminals
- make purchases that are not related to travel
- set up recurring payments (such as an automatic payment)
- make transactions for an unlawful purpose
- make transactions outside of Australia.

If you try to use your **Regional Apprentice and University Student Travel Card** for an unauthorised transaction, the transaction will be declined.

Card Services is here to help

You can register and manage your card at any time via nswregionaltravel.cards. The Card Service portal will allow you to:

- activate your card
- check your balance
- view your transaction history
- report a lost, stolen or damaged card
- change your PIN.

You can also call Card Services on 1800 569 070 to manage your card and dispute incorrect transactions recorded against your card.

Before you use your card

You will need to activate your Regional Apprentice and University Student Travel Card before you can use it.

To activate your card, call Card Services on 1800 569 070. Alternatively, you can activate your card online via nswregionaltravel.cards.

Your card must be activated 45 days from the date shown on your card carrier letter. If your card is not activated within 45 days, it will be cancelled.

Your PIN

Your Regional Apprentice and University Student Travel Card and your pin will be mailed separately on different days.

You can use the PIN to make eligible purchases on your card. Please memorise your PIN. Do not store it in your purse or wallet or tell anyone.

You may be prompted to enter your PIN when you use your card at retailers. Take care to enter your PIN correctly. If you enter your PIN incorrectly three times, a 24-hour freeze will be placed on your card and you will need to wait 24 hours before you can use your card again.

If you need to change your PIN, please contact Card Services and follow the prompts.



Keeping track of your balance

You can find out the balance of your card by contacting Card Services by phone or online. If your card balance is insufficient when you try to make a payment, the transaction will be declined.



Things you should know

When you applied for your **Regional Apprentice and University Student Travel Card** you would have read and accepted the Product Disclosure Statement and the Terms and Conditions. Here are some important things to remember:

- **Activate your card within 45 days** from the date shown on your card carrier letter, otherwise, it will be cancelled.
- **If your balance falls below \$5** you have 30 days to use the remaining balance before your account is closed. Any remaining balance on the card will be returned to the NSW Government.
- **Note the expiry date** shown on the front of your card and try to spend your \$250 before your card expires. You will not be able to use any funds remaining on your card after the expiry date.
- Refunds for purchases with your **Regional Apprentice and University Student Travel Card** will be returned to the card. Cash refunds will not be provided.
- The NSW Government and the card issuer are not liable for any payment owed where you were not able to use your **Regional Apprentice and University Student Travel Card**.
- If the total cost of an expense is more than your card balance you must pay the outstanding balance. The NSW Government is not required to pay the outstanding balance.
- Ensure you always have an alternative method of payment, just in case a merchant does not accept the card.

Full Terms and Conditions and the Product Disclosure Statement are available at service.nsw.gov.au/RAUSTCterms or your closest Service NSW Service Centre.

The **Regional Apprentice and University Student Travel Card** is provided by Westpac Banking Corporation ABN 33 007 457 141 AFSL 233714. Conditions apply. Fees and charges may apply. For further information please read the Product Disclosure Statement and the full Terms and Conditions. Full details of the terms and conditions that apply to the **Regional Apprentice and University Student Travel Card** are available at service.nsw.gov.au/RAUSTCterms. This information does not take your personal objectives, circumstances or needs into account. Consider its appropriateness to these factors before acting on it. This information is current as of November 2022.

Visit service.nsw.gov.au to discover more than 70 NSW Government rebates and savings to help with your cost of living.