AT HOP card
Surrender Form

If your AT HOP card has been registered on AT.govt.nz/athop you may apply to cancel your AT HOP and receive a refund. You will receive a refund for the HOP Money balance on your AT HOP card within 14 days of the surrender of your card.

Fields marked* are mandatory. Details provided must match registered card holder details at AT.govt.nz/athop.

*Customer Name

*AT HOP card Number

Contact details:

Unit Number *Street address/PO Box

*Suburb *City *Postcode

*Phone number *Email address

Bank account details (valid NZ bank account only):

*Name of account holder to be credited

*Account details

*Bank name:

***Authorised Signature**

Information to appear in my/our bank statement:

Payer Particulars

Payer Reference

Payer Code

Declaration:

Declaration: I/We hereby surrender the above mentioned AT HOP card to Auckland Transport and acknowledge that the cancellation and refund of my AT HOP card is governed by the Terms of Use for the AT HOP card found at AT.govt.nz/athop

* Registered card holder:
Signature Print Date

* Primary account holder (for linked cards)
Signature Print Date

Form checklist:

1. Complete all sections of this form.
2. Post this form to **AT HOP Operations, FREEPOST 233462, Private Bag 92250, Victoria St West, Auckland 1142** or alternatively drop the form into an AT Customer Service Centre

ATTACH AT HOP CARD HERE
WITH CARD NUMBER VISIBLE

For AT HOP office use only:

Date received | Recorded by | Refund ID

Signature | Refund Amount

For more info visit **AT.govt.nz/athop**
or phone 09 366 4467

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