

# AT HOP card Surrender Form



If your AT HOP card has been registered on [AT.govt.nz/athop](http://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.

**All fields in this form are mandatory.**

**Details provided must match registered card holder details at [AT.govt.nz/athop](http://AT.govt.nz/athop).**

AT HOP Card Holder Name : .....

AT HOP Card Number

Street address/PO Box : ..... Suburb : .....

City : ..... Phone Number : ..... Email Address : .....

### Bank Account Details (valid NZ Bank Account only)

Name of bank account holder : .....

**(If bank account holder is different person to AT HOP card holder, please mention relationship)**

Account Number   -     -       -

Bank                      Branch                      Account Number                      Suffix

**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](http://AT.govt.nz/athop).

**Primary account holder  
(or Caregiver for Children under 16)**

Signature :                      Name: .....

.....

ATTACH AT HOP CARD HERE  
WITH CARD NUMBER VISIBLE

If card is **LOST**, please cancel it online.  
**Before the form is submitted.**

**AT HOP office use only:**

Date received: .....	Recorded by: .....	Reference ID: .....
Card Status: .....	HOP Card balance: .....	Pending Transaction/Pass: .....
Other: .....	Refund amount: .....	

**AT Finance use only:**

Refund ID : .....

Authorised Signature:

1. .... 2. ....

**AT HOP Notes:**

---

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.

For more info visit [AT.govt.nz/athop](http://AT.govt.nz/athop) or phone 09 366 4467

