**Taxicard Usage Review – Frequently Asked Questions**

**Q: Why has my pass been stopped?**

**A:** London Councils, who manages the Taxicard scheme on behalf of all the London boroughs and the City of London, has reviewed usage of the scheme to identify Taxicard members that have not used their cards since July 2014.

**Q: What is the purpose of this review?**

**A:** The purpose of the review is to ensure that the Taxicard database is kept up to date and to remove records of members who no longer use the scheme. This will ensure that our data handling is more efficient and will prevent us from sending unnecessary information to members who no longer use the scheme.

**Q: How do you know I have not used my Taxicard?**

**A: Every Taxicard trip** is recorded on our database. We have reviewed all Taxicard trips taken since July 2014 and have identified that you have not taken a trip since this time.

**Q: What happens if a Taxicard holder has died?**

**A: Their pass will be cancelled.** If you are aware that a Taxicard holder has died, please inform London Councils by emailing [taxicard@londoncouncils.gov.uk](mailto:taxicard@londoncouncils.gov.uk) or calling 020 7934 9791.

**Q: What happens if a Taxicard holder has moved outside London?**

**A:** Their pass will be cancelled. The Taxicard scheme is paid for by the London boroughs and Transport for London. To be eligible your main home must be within one of the 33 London local authority areas. If you know that a Taxicard holder has moved out of London, please inform London Councils by emailing [taxicard@londoncouncils.gov.uk](mailto:taxicard@londoncouncils.gov.uk) or calling 020 7934 9791.

**Q: My Taxicard was cancelled but I still want to be a member. How can I reapply?**

**A:** If you wish to reapply for the scheme, please go to the Taxicard website – [www.taxicard.org.uk](http://www.taxicard.org.uk) or contact London Councils by emailing [taxicard@londoncouncils.gov.uk](mailto:taxicard@londoncouncils.gov.uk) or calling 020 7934 9791.

To be **automatically eligible** for a Taxicard your main home must be in one of the 33 London boroughs and **you must meet one of the following criteria**:

* be in receipt of the Higher Rate Mobility Component of the Disability Living Allowance
* be in receipt of 8 points or more for the moving around activity component of the Personal Independence Payment (PIP)
* be in receipt of the Higher Rate Attendance Allowance (Not all London boroughs accept this benefit as an automatic qualifier, please contact London Councils to see whether your borough accepts this.)
* receive the War Pension Mobility Supplement
* registered severely sight impaired/blind

Some people who do not meet the automatic eligibility criteria may still be eligible for a Taxicard if you have serious mobility difficulties that restrict your access to mainstream public transport. If you think this applies to you will need to reapply for the scheme by completing a new application form and providing the relevant documentation requested – a passport size photo, proof of residency and proof of identity.

**Q: Is this happening in all boroughs?**

**A:** With the exception of the London borough of Camden all boroughs have participated in the exercise.

**Q: Who can I contact if I have any questions?**

**A:** If you think your Taxicard has been cancelled in error, or believe the wrong information is held about you, or have any questions, please email [taxicard@londoncouncils.gov.uk](mailto:taxicard@londoncouncils.gov.uk) or telephone 020 7934 9791.