

CHANGE OF NAME, ADDRESS OR REPLACING LOST, DAMAGED, FAULTY OR STOLEN PASSES

Do not go to the Post Office®. Contact the Freedom Pass helpline on **0300 330 1433** (local call rate).

Lost or damaged passes:

You will be charged £10 to replace a lost or damaged pass. If you lose your pass multiple times or your pass is confiscated and you request a replacement you may be asked to attend an interview. You are not allowed to hold more than one concessionary pass at a time. If you find a pass you have previously lost, it will no longer work.

Please send it to the following address:

FREEPOST FREEDOM PASS RETURNS

This is all you need to write on the envelope. No stamp is required.

Stolen passes:

Please supply a police crime reference number relating to the theft and a new pass will be issued. Where this is not provided your pass will be deemed to be lost.

Change of address:

You must inform the Freedom Pass team: **0300 330 1433** (local call rate) / info@freedompass.org. If we do not hold your correct address you may not receive a replacement pass when your current pass expires.

ALL PASSES ARE ISSUED SUBJECT TO THE FOLLOWING CONDITIONS

1. The Freedom Pass is issued subject to the operator's Conditions of Carriage. Please contact the relevant operator for a copy of their up to date conditions.
2. The Freedom Pass remains the property of London Councils and is not transferable. It may only be used by the holder whose name appears on the front and may not be used by anyone else.
3. The Freedom Pass must be shown to ticket checking staff. It must be produced for inspection on each journey on demand.
4. The Freedom Pass is not valid if illegible, damaged or altered. Ticket checking staff may withdraw any pass which appears to be invalid or is being used incorrectly.
5. The Freedom Pass is available for free or reduced fare travel only at the times and on the services shown on www.freedompass.org and in the leaflet issued with the pass or in other notices.
6. All services and timetables are subject to alteration without notice.
7. Freedom Passes are issued to eligible older and disabled people whose sole or principal residence is in Greater London. If the passholder no longer has their sole or principal residence in the Greater London area or the pass is no longer in use then the pass must be surrendered to the following freepost address: FREEPOST FREEDOM PASS RETURNS
8. Freedom Pass data will be provided to the Audit Commission for the National Fraud Initiative and will be used for cross-system and cross-authority comparison for the prevention and detection of fraud.

The Freedom Pass is the 'travel permit' for the purposes of the Greater London Authority Act 1999 and the Concessionary Bus Travel Act 2007.

The Freedom Pass scheme is managed by London Councils on behalf of the London boroughs.

LS385



HOW TO GET YOUR OLDER PERSONS FREEDOM PASS

FREEDOM PASS IS THE LONDON CONCESSIONARY TRAVEL PASS PROVIDED BY YOUR LOCAL BOROUGH

WHAT IS A FREEDOM PASS?

The Freedom Pass for older people gives free travel on most public transport in London 24 hours a day (after 9.30am on most National Rail services within the London area), including all day at weekends and on public holidays. This pass may also be used to travel on local bus services in the rest of England under the terms of the Concessionary Bus Travel Act 2007.

For further details, see the leaflet that will be sent to you with your pass or visit our website www.freedompass.org

WHO IS ELIGIBLE?

Your sole or principal residence must be in a London borough and you must be of the eligible age to apply. If you were born before 5 July 1951 you can apply now. If you were born between 1951 and 1954 find out when you will be eligible by using the table on page 3 or visiting www.freedompass.org. If you were born on or after 6 October 1954 you will be eligible on your 66th birthday.

You may be eligible for TfL's 60+ London Oyster photocard if you're a London resident, aged 60 or over and not yet eligible for a Freedom Pass. Find out more at tfl.gov.uk and search for 60 plus.

WHERE DO I APPLY?

YOU MUST APPLY IN PERSON

If you live in one of the 30 boroughs listed below, apply at any London Post Office® branch:

Barnet, Bexley, Brent, Bromley, City of London, Croydon, Ealing, Enfield, Greenwich, Hackney, Hammersmith & Fulham, Haringey, Harrow, Havering, Hillingdon, Hounslow, Islington, Kensington & Chelsea, Kingston-upon-Thames, Lambeth, Lewisham, Merton, Newham, Redbridge, Richmond, Southwark, Tower Hamlets, Waltham Forest, Wandsworth or Westminster.

If you live in one of the three boroughs listed below you must contact your local council for information about their issuing arrangements. Please note that Post Office® branches located in the boroughs below do not administer Freedom Passes for residents of these boroughs:

Barking & Dagenham, Camden and Sutton.

YOU MUST PROVIDE A PHOTOGRAPH WITH YOUR APPLICATION

Passport style colour photograph (45mm x 35mm).

WHEN WILL I RECEIVE MY FREEDOM PASS?

You will receive your pass in the post usually up to 10 working days from the date of your application.

www.freedompass.org

FREEDOM PASS APPLICATION FORM ENCLOSED

LONDON COUNCILS

WHEN YOU APPLY

You must apply in person and bring this completed application form to the Post Office® unless you live in Barking & Dagenham, Camden or Sutton, where you must follow the borough's instructions.

You must bring one item from each of the sections 1, 2 and 3 below.

PROOF OF NAME, AGE AND ADDRESS

1 You must provide ONE example from the list below as proof of name and age:
(These should be originals and not photocopies)

- Current Passport
- Medical Card
- Birth Certificate (unless your name has changed)
- Current Driving Licence (Paper or Photocard)
- Letter of Pension Entitlement

2 You must also provide ONE example from the list below showing proof of residential address:

- Current Council Tax Bill/Letter/Payment Book
- Current Council Housing Association Rent Book/Statement/Letter
- Current Television Licence

The items below must be dated in the last 3 months

- Residential Utility Bill (excluding mobile phone bills)
- HM Revenue and Customs Letter
- Department for Work and Pensions Letter
- Occupational Pension Letter

3 PHOTOGRAPH – You must also provide:

A recent (within the last 12 months) passport sized photograph. Please do not staple or attach to the form. You cannot use a photograph that was part of an old photo identity card.

Your photograph must be:

- Colour and size 45mm x 35mm.
- A true likeness, showing your full face, facing forward without a hat
- Taken against a plain, evenly lit and pale coloured background

You will be issued with a receipt which has a reference number that you can use to track the progress of your application at www.freedompass.org.

If you were born in 1952

and your birthday is between

and your birthday is between		You will become eligible on	The earliest date you can apply for your older person's Freedom Pass is
6 April 1952	to 5 May 1952	6 May 2014	22 April 2014
6 May 1952	to 5 June 1952	6 July 2014	22 June 2014
6 June 1952	to 5 July 1952	6 September 2014	23 August 2014
6 July 1952	to 5 August 1952	6 November 2014	23 October 2014
6 August 1952	to 5 September 1952	6 January 2015	16 December 2014
6 September 1952	to 5 October 1952	6 March 2015	20 February 2015
6 October 1952	to 5 November 1952	6 May 2015	22 April 2015
6 November 1952	to 5 December 1952	6 July 2015	22 June 2015
6 December 1952	to 5 January 1953	6 September 2015	23 August 2015

If you were born in 1953

and your birthday is between

and your birthday is between		You will become eligible on	The earliest date you can apply for your older person's Freedom Pass is
6 January 1953	to 5 February 1953	6 November 2015	23 October 2015
6 February 1953	to 5 March 1953	6 January 2016	16 December 2015
6 March 1953	to 5 April 1953	6 March 2016	21 February 2016
6 April 1953	to 5 May 1953	6 July 2016	22 June 2016
6 May 1953	to 5 June 1953	6 November 2016	23 October 2016
6 June 1953	to 5 July 1953	6 March 2017	20 February 2017
6 July 1953	to 5 August 1953	6 July 2017	22 June 2017
6 August 1953	to 5 September 1953	6 November 2017	23 October 2017
6 September 1953	to 5 October 1953	6 March 2018	20 February 2018
6 October 1953	to 5 November 1953	6 July 2018	22 June 2018
6 November 1953	to 5 December 1953	6 November 2018	23 October 2018
6 December 1953	to 5 January 1954	6 March 2019	20 February 2019

If you were born in 1954

and your birthday is between

and your birthday is between		You will become eligible on	The earliest date you can apply for your older person's Freedom Pass is
6 January 1954	to 5 February 1954	6 May 2019	22 April 2019
6 February 1954	to 5 March 1954	6 July 2019	22 June 2019
6 March 1954	to 5 April 1954	6 September 2019	23 August 2019
6 April 1954	to 5 May 1954	6 November 2019	23 October 2019
6 May 1954	to 5 June 1954	6 January 2020	16 December 2019
6 June 1954	to 5 July 1954	6 March 2020	21 February 2020
6 July 1954	to 5 August 1954	6 May 2020	22 April 2020
6 August 1954	to 5 September 1954	6 July 2020	22 June 2020
6 September 1954	to 5 October 1954	6 September 2020	23 August 2020
6 October 1954	to 5 April 1968	66th Birthday	14 days prior prior to your 66th birthday