



Transdev Queensland  
10 Smith Street  
Capalaba QLD 4157  
Australia

3 February 2020

### **Redistribution of partial payment bus passes**

To whom it may concern,

Translink has changed the prices for school bus pass payments in 2020. Unfortunately, the first batch of 2020 bus passes were inadvertently printed by Transdev with last year's prices listed on them. New passes were printed shortly after the issue was identified, and we are redistributing all Partial Payment and many Safety Net passes (Orange in colour) to accurately reflect this change.

Those customers who do not hold an Orange Partial Payment or Safety Net pass are not affected by the change, and no further action is required.

The Partial Payment and Safety Net cards are being distributed to your school reception with priority. In the interim, please instruct your students to show their pass to the bus driver and if it has incorrect amount listed, they will not be charged for travel.

We sincerely apologise for any inconvenience that this may have caused. Please pass this letter on to any parents or students who may have concerns.

If you have any queries, please do not hesitate to contact our office on 07 3248 6100 from 8.30am until 5pm, Monday to Friday.

Yours sincerely,

**Dom Costello**

Manager, Customer Experience