

18 February 2014

Mat Barrie
fyi-request-1430-cc15cedb@requests.fyi.org.nz

Dear Mr Barrie

Local Government Official Information and Meetings Act 1987 (LGOIMA)

CAS-186252-T2X5J2

Thank you for your email dated 3 February 2014, which Auckland Transport received on the same date requesting:

1. Total number of activated AT HOP cards (registered and unregistered) on issue,
2. Total number of AT HOP cards which have been blocked or blacklisted by Auckland Transport by reason of "Terms and Conditions Breach" (e.g. Payment Failure)
3. Total New Zealand Dollar amount seized by Auckland Transport under the cancellation clause of the AT HOP card terms and conditions (as above).

As at 31 January 2014.

1. Total number of activated AT HOP cards (registered and unregistered) on issue as.

As at Monday 10 February 2014 there were 202,071 AT HOP cards activated by customers. Of these, 126,428 are registered.

2. Total number of AT HOP cards which have been blocked or blacklisted by Auckland Transport by reason of "Terms and Conditions Breach" (e.g. Payment Failure).

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- 3. Total New Zealand Dollar amount seized by Auckland Transport under the cancellation clause of the AT HOP card terms and conditions (as above).**

# of Cards Blocked/Blacklisted	Reason	Total Credit Value \$
16	Product Abuse (such as free exiting)	431.43
1119	Auto Reload Failures	2743.66*
1119	Missing Tag On/Off	5848.18
TOTAL		9023.27

* This total includes the original reload amount that was not able to be taken from the customer thus causing the reload to fail.

Please note the above data does not include customers that have had a balance transfer to a replacement card as this information is associated with the new card as opposed to the blocked card. Further to this, I can confirm the funds are not "seized by Auckland Transport" but are held in trust in an independent stakeholder account.

We trust the above information has addressed the matters raised however, should you believe that we have not responded appropriately to your request, you have the right in accordance with section 27(3) of the LGOIMA to make a complaint to the Office of the Ombudsmen to seek an investigation and review in regard to this matter.

If you have any further queries please contact Auckland Transport on 355 3553 quoting Official Information request number CAS- CAS-186252-T2X5J2

Yours sincerely



Mark Lambert
Group Manager Public Transport