

31 March 2014

H Noonan

[fyi-request-1493-1ab850db@requests.fyi.org.nz](mailto:fyi-request-1493-1ab850db@requests.fyi.org.nz)

Dear H Noonan

**Local Government Official Information and Meetings Act 1987 (LGOIMA)**

**CAS-236161-K8X8J8**

Thank you for your email dated 27 March 2014, which Auckland Transport received on the same date regarding the information in our response dated 26 March 2014.

With regard to the statement "*All refunds were processed on 7 March 2014*" I can confirm this is the date all refunds were entered into the system. It then takes 24 to 48 hours for the refund to be available for the customer to "collect."

The funds will download to your AT HOP card when you next tag on via an AT HOP reader on a train platform, ferry platform or a bus. This will also occur should you go through the electronic gates at a train station or ferry terminal. This is because the information is stored on the card itself as opposed to online and the card must be presented to a card reader in order for the card information to update accordingly.

It is important to note that card readers on buses require a wifi connection (currently via the relevant bus depots) to download stored information to the central system and there may be occasions where a particular bus does not return to the depot at the end of the day causing a delay in the information being updated.

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-236161-K8X8J8.

Yours sincerely



Mark Lambert  
Group Manager Public Transport