

30 April 2014

H Noonan

fyi-request-1493-1ab850db@requests.fyi.org.nz

Dear H Noonan

Local Government Official Information and Meetings Act 1987 (LGOIMA)

CAS-240626-P6Z6S7

Thank you for your email dated 1 April 2014, which Auckland Transport received on the same date requesting clarification of our previous response in regard to your request of the longest length of time the affected passengers had to wait to receive their refunds.

As previously advised, seven customers were identified as being overcharged, however only six of these customers were registered and therefore eligible for a refund. All six customers were then refunded accordingly on 7 March 2014, and these refunds would have been available for collection (by presenting the card to an AT HOP device) approximately 24 hours after the refund was processed. This information relates to all customers who were overcharged, as a result of a system error, for the Howick and Eastern NiteRider service on 23 February 2014 as per your original request.

Therefore I further confirm all customers who were incorrectly charged on 23 February 2014, were refunded on 7 March 2014. Refunds processed on 11 March 2014 were not related to the service or date in your original request and were therefore not included in our response.

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-240626-P6Z6S7.

Yours sincerely



Mark Lambert
Group Manager Public Transport