

Public Services Card Free Travel (PSC FT) FAQs

1. Why is the Public Services Card being introduced?

The Public Services Card (PSC) is designed to replace other cards within the public sector such as the free travel pass and the social services card of this Department and to make it easy for providers of public services to verify the identity of customers. It will also, through the inclusion of a photograph, signature, and better security features, considerably reduce the potential for identity theft, forgery and fraudulent use.

2. What information will this card display?

The front of the card will hold a person's name, photograph and signature, along with the card expiry date. The back of the card will hold the person's PPS Number and a card number. It will also hold a magnetic stripe for compatibility with existing Social Services cards. The detail that are inscribed or encoded on the card is provided for in Section 263 (as amended) of the Social Welfare Consolidation Act, 2005.

3. I have not been contacted yet to register for the new PSC-FT, can I still use my old card for free travel?

Yes you can still use your old free travel pass and it remains valid and should be presented to travel operators in the usual way.

4. What will I use my Public Services Card Free Travel (PSCFT) for?

Public Services Card Free Travel will replace **both** the current free travel pass and the social services card. Therefore if you currently collect your payment at the Post Office your Public Services Card Free Travel will be the card you use for this purpose. It will also be your free travel pass.

5. How do I get a PSCFT?

You will be invited over time to register or alternatively you can contact your local Social Welfare office for information on how to register.

6. Do I have to return my old Free Travel Pass when I receive this new one?

As soon as you receive your new Public Services Card Free Travel, it is essential that you immediately return your old free travel pass to K.Keogh, Dept. of Social Protection, College Road, Sligo.

7. If I hold a companion pass will my travel companion need a Public Services Card?

Not initially, however over time travel companions will also be required to hold a Public Services Card in order to prove their identity.

8. Will my spouse/civil partner/cohabitant get a card as well?

Yes all spouses, civil partners, cohabitants will be invited over time to register for the Public Services Card.

9. My spouse/ civil partner/cohabitant travels on my card, will he/she need a card too?

Not initially, however over time travel companions will also be required to hold a Public Services Card.

10. Can I use this new Public Services Card Free Travel when using private transport providers?

Yes, the procedure for using the Free Travel pass has not changed.

11. Can I still use my old pass if my new one is lost, stolen, damaged?

No, do not use your old pass, you should already have returned it to K.Keogh, Dept. of Social Protection, College Road, Sligo, as it will have become invalid when you received your new Public Services Card Free Travel card. Please report the lost, stolen, or damaged Public Services Card Free Travel to the Helpdesk Phone No. 1890 837 000. Your card will be replaced as soon as possible.

12. Once a card is reported missing is it cancelled or can it be used again by user or someone else?

No, your photograph will be on the card so therefore cannot be used by anyone else. Once a card is reported missing the card will become invalid and a replacement Public Services Card Free Travel will be issued as soon as possible

13. Is there a charge for replacing this Public Services Card Free Travel?

Currently there is no charge for replacing this card.

14. If I have problems activating my card who do I contact for help?

Helpdesk on 1890 837 000.

15. Who do I contact if my card does not work?

Helpdesk on 1890 837 000

16. If I forget my card, can I still travel free of charge?

No, a customer can only travel free of charge with a valid Public Services Card Free Travel.

17. I currently have a free travel pass but I am not of pension age. Can I apply for the new Public Services Card?

You will be invited in due course to register for the Public Services Card Free Travel.

18. Will I receive this new Public Services Card Free Travel in the post or will I have to collect it?

The card will be posted to you with instructions on how to activate it.

19. My neighbour has received a letter about this card but I did not. When will I get a letter?

You will be invited in due course to register for the Public Services Card Free Travel.

20. I am blind; will this card have any features that distinguish it from other cards?

Yes this has tactile relief to distinguish it from other cards and to aid recognition in line with international standards.

21. If I don't complete this form, or consent to have my passport data used, can I continue to use my existing Free Travel Pass?

In the short term yes, however in order to continue to avail of Free Travel you will have to register as we are replacing all the paper Free Travel Passes.

22. If I don't want to attend an appointment to get registered to Safe level 2 for a PSCFT can I continue to use my existing Free Travel Pass?

In the short term yes, you may continue to use your current Free Travel Pass. However, ignoring requests to register may cause future potential problems accessing public services, including possible suspension of social welfare payments or free travel entitlements if SAFE registration has not been completed.

23. Will I still require a Senior Smart-pass card for travelling through NI or will the new PSCFT replace it also?

Yes you will need to continue to use the Senior Smart-pass card for travelling throughout Northern Ireland.

24. Will the new PSCFT card be used in exactly the same way as the old pass?

Currently yes, however your Public Services Card will allow you to access electronic ticketing systems as these become available in the very near future. In addition, this card also replaces the Social Services Card that is used to collect payments at post offices.

25. What information will the card display – e.g. entitlement for spouse/civil partner/cohabitant or companion?

P for individual use only, **S** accompanied by spouse/civil partner/cohabitant and **C** for those who have a requirement to be accompanied by a companion on medically certified grounds for a specified period.

26. Will spouse/civil partner/cohabitant be named on card?

The spouses/civil partner/cohabitant name will not be on the card.

27. I'm living in Dublin, Cork city, Waterford city, Limerick city or Galway city; will I no longer require a photo pass from CIE?

Once you receive the Public Services Card Free Travel this will contain your photograph and sample signature so you will no longer need the photo pass from CIE. You do have a requirement in the interim.

28. I have a paper free travel pass, what happens if I lose it?

If you lose your paper free travel pass, please complete the FT PSC 1 form. You will then receive a letter requesting you to contact your nearest SW office to make an appointment to register for the Public Services Card Free Travel (PSC FT). Paper passes will no longer be issued by the Department so you must register with the Department to receive your new Public Services Card Free Travel.

29. I have a paper free travel pass, what do I do to change the type of pass I have, I want a single or spouse/civil partner/cohabitant pass?

If you wish to change the type of pass you have and you hold a paper pass, please complete the FT PSC 1 form. You will then receive a letter requesting you to contact your nearest SW office to make an appointment to register for the Public Services Card Free Travel (PSC FT). Paper passes will no longer be issued by the Department so you must register with the Department to receive your new Public Services Card Free Travel.

30. I have a Public Services Card Free Travel (PSC FT) and I have lost it, how do I get a replacement?

You must contact the Public Services Card Helpdesk at **1890 837000** for a replacement Public Services Card which is lost/stolen/damaged.

31. What do I do if I want a different type of Public Services Card Free Travel?

You must complete the PSC FT 1 form if you wish to apply for a different type of free travel card (personal or spouse, civil partner, or cohabitant). If you wish to apply for a companion free travel card, you must complete the FT O/70 (over 70 years of age) or FT U/70 (under 70 years of age) application form. All forms are available on www.welfare.ie.

Forms:

PSC FT 1 - request a different type of pass (single or spouse/ civil partner/cohabitant) or request a replacement for your paper pass.

FT O/70 - Persons over the age of 70 requesting a companion card.

FT U/70 - Persons under the age of 70 requesting a companion card.

Replacement Public Services Card Free Travel (because your current Public Services Card Free Travel has been lost/stolen/damaged) – please telephone **1890 837000**.

32. How do I make an appointment to get a Public Services Card Free Travel?

DSP customers across all schemes are currently being invited for SAFE registration for the Public Services Card. All customers will be called in time. However, if you wish to make an appointment to register for a Public Services Card Free Travel, you may contact your local SW office and they will inform you how this can be done.

See <http://www.welfare.ie/en/Pages/SAFE-Registration- PSC-Location.aspx> for the list of registration offices.

33. How long will I have to wait to get my Public Services Card Free Travel?

The PSC FT is issued by post to the person's home address, usually within a few days of the SAFE registration being completed.

34. Activating your card for first use

To confirm receipt of your Public Services Card, and to activate it, you are advised to contact the Public Services Card Helpdesk at 1890 837000.

35. How many centres are being used for registration?

89 locations nationwide (at least 1 in every County, mostly in DSP local Intreo and branch offices).

36. How are people allocated a registration centre – is it based on where they live or where they work? Can people change to a more convenient office?

Allocation is based on the person's home address, but registration is a generic function and can take place (on request) at any DSP location where the facility is available.

37. Is there any provision for people to attend these meetings outside of work time or at weekends to avoid having to take time off?

Not currently.

38. What happens if I do not attend my scheduled registration appointment?

Customers are advised to attend at the designated appointment time, or if they cannot attend, to contact the DSP number supplied on the invite letter to arrange an alternate time. Non-compliance with registration for the PSC will result in you not being issued with your free travel card.

39. I was given 10 days' notice of a meeting – is this the norm?

Yes. The Department usually allow 10 days or so between the date of issue of the letter and the appointment date.