SmartRider Cards: Transferring Funds

If you use the SmartRider card for bus, train and ferry fares, any funds on your old card should automatically be transferred to your new card. If the funds do not transfer, this is what you need to do.

1. First, make note of the SR number on your old SmartRider card. You’ll find this example in the top-right corner of the card. In the below picture, it is 1111 2222 3. If you have lost or otherwise disposed of the old card, please contact Student Services.

![SmartRider Card Example 1](image1)

2. Now make note of the SR number on your new SmartRider card. In the below picture, it is 1234 5678 9.

![SmartRider Card Example 2](image2)

3. Finally, ring Transperth on 13 62 13. On explaining that the smartcard funds didn’t transfer you will be asked for the old and new card numbers as well as verifying information such as the card owner’s (student’s) name and address. The funds will then be transferred at midnight.