



## Invitation to participate

### Background to and purpose of the pilot

Contactless payment cards have been accepted on buses since December 2012 and from early 2014, customers will be able to use them to pay for travel on Tube, tram, DLR, London Overground and some National Rail services. We're asking staff and customers to volunteer to test the system before we extend acceptance of contactless payment cards on all TfL's services to the general public.


The pilot will include 5,000 volunteers and we would like you to take part. We'll ask you to use a contactless payment card instead of your Oyster card for any journeys you make during the pilot. We will not ask you to make special journeys to 'test' the system.

You'll be asked to provide feedback on your experiences to help us fine tune the information we provide to customers when we launch contactless payments.

### When will it start?

We expect to start the pilot before the end of the year but we will contact you to confirm the start date.

### Who should apply?

We want to recruit those who travel regularly on Tube, tram, DLR, London Overground and on the sections of the National Rail network where your Oyster card is valid. If you don't use these modes frequently, you need not apply. You will need to use a contactless payment card, which displays this symbol: 

**Note:** if your contactless payment card is a Barclaycard OnePulse card, it will continue to work as an Oyster card, so you will not be able to use it for the pilot.

### Applying to join the pilot

If you want to be part of the pilot, you need to complete an [Expression of Interest](#) form. Participants will be chosen to give as broad coverage of different parts of TfL's services as possible. We will email you to let you know if you have been selected.

Nearer to the start date we will ask you to sign up for a TfL contactless online account and register your card details. We need you to do this for the pilot so we can ensure that your card will be accepted by our system during the trial phase. When the service is launched to the general public, registration will be optional. We anticipate many occasional users will choose not to register.

Once you have registered your card, you will be asked to take part in a short survey. We will then send you a welcome pack, which will include more detail about the pilot; how to use your contactless payment card, how fares are charged, who to contact if you need help and how to provide feedback. You will also be sent a membership card which you must carry with you when using your contactless payment card to travel. We will email you separately to tell you when you can start travelling using your contactless payment card.

### **Travelling around the system**

Using a contactless payment card will be the same as using Oyster:

- You will be charged an adult pay as you go fare for each journey you make
- Daily capping will apply
- You must touch in at the start and touch out at the end of every journey on Tube, DLR, London Overground and National Rail services
- Just touch in when boarding a tram or bus
- Maximum fares will be charged for incomplete journeys

However, unlike Oyster, Monday to Sunday capping will also apply. More information on Monday to Sunday capping will be provided in your welcome pack.

Bus services have accepted contactless payment cards since December 2012. Although they are not being tested as part of the pilot, you can use your contactless payment card to pay for bus journeys.

However, during the pilot

- bus journeys will not count towards a cap
- tram transfer discounts will not apply.
- each bus journey will be shown as a separate additional charge on your card account statement.

**Remember to separate your contactless payment card from other contactless cards, including your Oyster card when touching it on a yellow or pink reader.**

You must carry your membership card with you when travelling using a contactless payment card and show it to a member of staff if asked.

Using your contactless payment card to travel is safe and secure. Your card will be protected against fraudulent use in the same way as when using your contactless payment card at any other retailer.

### **Using your TfL online account**

We'd like you to check your journey history and daily charges in your TfL online account every few days. Please let us know in your feedback if the information is easy to understand, or if there are any improvements that could be made.

We will send you more information about how to use the TfL online account when we ask you to register your card.

### **Feedback and Market Research**

Getting feedback from you is a key part of the pilot; we will be asking all participants to cooperate with market research and provide details of your experiences in using your contactless payment card on our services.