

Parent/Guardian Instructions – Replacing a Lost EA Smartcard

If your child has lost their EA Travel Smartcard and needs a replacement, they should first obtain an Interim Educational Ticket from the school office.

Please note that the Interim Ticket acts as the application for a replacement card. School staff are only permitted to issue one Interim Ticket per lost card.

The school will provide your child with two parts of the Interim Ticket:

1. Blue/white card portion – This allows your child to travel free of charge for up to five school days.
2. White slip portion – This must be signed by a parent/guardian and returned to the Pass Office along with the £20 replacement fee.

Submitting the Interim Ticket and Payment

Once your child has received their Interim Ticket, you can choose one of the following options:

Option 1 – Email

- Email a clear photo or scan of the signed Interim Ticket to pass.office@translink.co.uk
- Include a contact phone number
- The Pass Office will contact you to take payment over the phone
- Your child's replacement card will be printed and posted to the school office, usually the same day.

Option 2 – Post

- Send the signed Interim Ticket along with:
 - A cheque or postal order (payable to *Translink*), or
 - A contact phone number so payment can be taken by phone
- Post to:

Translink Pass Office
Floor 1
22 Great Victoria Street
Belfast
BT2 7LX

Once received, Translink will process the application and post the replacement card to your child's school/college within 5 working days, where it can be collected by the pupil.

If you have any queries, please contact Translink Pass Office by email or telephone 02890 354 074 (Option 2)