

## Older Person's Application for a Concessionary Bus Pass

You can apply for an older person's concessionary bus pass if you are a permanent resident of Norfolk and are 66 years of age or older. The quickest and easiest way to apply is online at [www.norfolk.gov.uk](http://www.norfolk.gov.uk)

### Section A – Applicant's Details (Please complete in BLOCK CAPITALS)

Title:
Forename(s) (in full):
Surname:
Date of birth (DD/MM/YYYY):
Address:
Post code:
Home telephone:
Mobile:
Email:

### Section B – Supporting Evidence & Photo

If you are posting documents, please enclose **copies** of the following. **DO NOT SEND ORIGINAL DOCUMENTS.** Supporting documents that we receive are scanned and then securely destroyed after use.

#### 1x proof of identity

Birth certificate  Driving licence  Passport

#### 1x proof of address dated within 6 months

Bank statement  Council Tax bill  Driving Licence  Medical or Optical Prescription   
Pension Service letter  Utility bill

#### 1x passport style photo

A colour passport style photo taken within the last 12 months. Your name must be clearly written on the reverse of the photo in ballpoint pen.

### Section C – Declaration by Applicant

- I confirm that the above information is correct, that I am eligible by age, that I am a permanent resident within the County of Norfolk and that I have supplied the requested documentation from **Sections B**.
- I accept that the details I have given will be retained on a secure database for the purpose of administering the bus pass.
- I confirm that I will inform NCC's Concessionary Travel team of any changes in personal details or address.

Signed:

Date:

## Section D – Next Steps

If not applying online, please email your completed application and supporting evidence to [concessionarytravel@norfolk.gov.uk](mailto:concessionarytravel@norfolk.gov.uk) or send in the post to **Concessionary Travel, Customer Service Centre, Norfolk County Council, Martineau Lane, Norwich, NR1 2DH**

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Your completed application will be processed within 2 weeks from receipt. If your application is successful you will receive a letter in the post with your new pass attached. **Please note, if you do not yet meet the eligibility age for a bus pass you will not receive the new pass until your eligibility date.**

## Section E – Other Information

When your bus pass is due to expire, we will automatically send you a new one free of charge.

**IMPORTANT – Please keep the Concessionary Travel team up to date with any changes to your personal details or address. You will be liable to pay a replacement fee if your pass automatically renews and is sent to an old address.**

**Your pass is your responsibility.** If you lose your bus pass or it is damaged, you will be required to pay a replacement fee.

### **When can I use my concessionary travel pass?**

Free travel is available on local bus services throughout England from 09:30 to 23:00 Monday to Friday, and all day on weekends and bank holidays.

Free travel is also available before 09:30 on some rural services in Norfolk, for example where a journey before 09:30 offers the only service of the day. You can get a full list of these services from our website or by phoning 0344 800 8020.

### **Data protection statement**

Under the General Data Protection Regulation (GDPR), we have a legal duty to protect any information we collect about you. Our website contains the Norfolk County Council's general privacy notice and specific privacy notice for concessionary travel applications. The general privacy notice sets out amongst other things, who we are, how long we use your information for, and your rights under the GDPR. The specific privacy notice sets out, amongst other things, how and why we use your personal information. Both privacy notices can be found at [www.norfolk.gov.uk/gdpr](http://www.norfolk.gov.uk/gdpr)

## **Contact Us**

Email – [concessionarytravel@norfolk.gov.uk](mailto:concessionarytravel@norfolk.gov.uk)

Phone – 0344 800 8020

Address - Concessionary Travel, Customer Service Centre, Norfolk County Council, Martineau Lane, Norwich, NR1 2DH