

# Contactless: your questions answered



**IT'S fast, convenient and has taken London's travelling public by storm.**

More than 80million journeys have been made using contactless payments in the past six months and TfL is now the fastest growing contactless merchant in Europe for Visa, and in the UK for MasterCard and American Express.

**MetroTravel answers the most common questions:**

### What are contactless payment cards?

They are debit, credit, charge or pre-paid cards that can be used to make quick, easy and secure payments for everyday purchases including travel on TfL services.

There's no need for a PIN or a signature, just touch your card flat on a yellow card reader when you enter and leave a station. On buses and trams, you only need to touch in.

### Where can I use contactless to travel?

Contactless cards can be used to travel on the bus, Tube, tram, DLR, London Overground and most National Rail services in London.

### How much does it cost?

Travelling with a contactless payment card is a great alternative to using an Oyster card to pay as you go. You'll be charged an adult-rate fare each time you make a journey using a contactless payment card and don't have to worry about running out of credit. All the features of pay as you go on Oyster are available and you could also benefit from Monday to Sunday capping.

### Will my card details be safe?

Using a contactless payment card to travel is secure. TfL meets the strict security requirements of the payments industry and never has access to your account details. No personal data is shown when you touch in or out.

### What is card clash?

If you touch in or out with a purse or wallet containing more than one contactless card (including an Oyster card), you could be affected by card clash when a reader could take a payment from a card you didn't intend to pay with. To avoid this, make sure you only put one card on the reader when touching in and out.

Most cases of card clash are refunded automatically. If you've been charged a fare on a card you did not intend to pay with, call TfL Customer Services on 0343 222 1234.

### Do I have to sign up for an account?

You don't have to sign up, but if you choose to you can see up to 12 months of your journey and payment history. If you have been charged a maximum fare for an incomplete journey, you can apply for a refund. You can also get email alerts if there's an issue with your contactless payment card which might stop you using it to travel.

### Which contactless cards can I use?

If your Visa, MasterCard, Maestro or American Express card was issued in the UK and displays the contactless symbol you should be able to use it for travel.

Some cards issued outside the UK are accepted for contactless travel including Visa, American Express and MasterCard. For more information go to the TfL website.

### What other contactless payment methods can I use?

Most contactless payments are made with debit, credit or charge cards but payments made using mobile apps, key fobs, stickers and other methods of contactless payment are also becoming increasingly popular.

■ Sign up for an online account at [tfl.gov.uk/contactless](http://tfl.gov.uk/contactless)



## Reporting anything unusual won't hurt you

If you see any unattended items or suspicious activity, report it to a member of staff or the police immediately. For your safety and security, CCTV is in use across the network.



MAYOR OF LONDON



Look out for a collection of four new posters by Ruth Hydes on the capital's transport system. Titled London's Open Spaces, the posters perfectly capture the sights, sounds and colours of Epping Forest, Primrose Hill, Greenwich and Brockwell Park. The posters measure 25 by 40 inches and are available to buy for £12.95 each at [www.ltmuseumshop.co.uk](http://www.ltmuseumshop.co.uk)

For more articles and to keep up to date with TfL announcements, visit [tfl.gov.uk/news](http://tfl.gov.uk/news)

## London travel advice: plan your journey now

 [tfl.gov.uk](http://tfl.gov.uk)

 24 hour travel information  
**0343 222 1234\***

   [tfl.gov.uk/socialmedia](http://tfl.gov.uk/socialmedia)

**London Travelwatch**  
London's transport watchdog  
call 020 3176 2999, or visit  
[www.londontravelwatch.org.uk](http://www.londontravelwatch.org.uk)

\*Service and network charges apply. See [tfl.gov.uk/terms](http://tfl.gov.uk/terms) for details.

 Newspapers left on the Tube can jam doors and cause delays to your journey. Take your newspaper with you or put it in a recycling bin.

The views expressed are those of TfL only and are not those of Metro.