



Date: _____
Day Month Year

Account Information Access

Use this form to:

- Add an Authorized User
- Update or change an Authorized User
- Remove an Authorized User

Please complete all of the information below. The Compass Customer Service Centre can only process your request if the information you provide on this form matches the information on record.

STEP 1: ACCOUNT HOLDER CONTACT INFORMATION

_____	_____
First Name	Last Name
_____	_____
Email	Phone
	<input type="radio"/> Cell <input type="radio"/> Other

Mailing Address

_____	_____	
Address	Suite/Apt #	
_____	_____	_____
City	Province	Postal Code

STEP 2: CARD DETAILS

Please enter your Compass Card number and CVN (located on the back of your card).

____-____-____-____	____
Compass Card Number (enter all 20 digits including any zeros)	CVN

STEP 3: VERIFICATION OF SECURITY INFORMATION

Security Question *(choose one)*

Please select the question you have on file and provide the answer. The answer you provide must match the information on your account.

- What is a memorable travel destination?
- What is your favourite colour?
- Who is your most memorable teacher?
- What is the name of your first pet?
- What is your favourite restaurant?

Answer

Please note if you wish to change your Security Question and/or Telephone PIN, please contact Compass Customer Service at 604.398.2042 or visit us in person at the locations listed at the end of this form.

STEP 4: SELECT YOUR ACTION

- Set-up new Authorized User (complete steps 5 and 7).
- Change Authorized User (complete steps 5 and 7). The existing Authorized User on your account will be removed and the new Authorized User you identify in step 5 will be set-up.
- Cancel Authorized User (complete steps 6 and 7). I wish to manage my own account.

STEP 5: AUTHORIZED USER CONTACT INFORMATION

Please set-up or change my existing Authorized User to:

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First Name

Last Name

By signing below I confirm that:

- I am the registered cardholder of the card identified in step 2 above
- I grant permission for the Authorized User identified in step 5 above to access my account and manage my personal information and requests with South Coast British Columbia Transportation Authority (“TransLink”) and any of its subsidiaries and contractors under my Compass Card.
- My Authorized User also has the authority and ability to:
 - ▶ Access and make changes to my account information including adding products and value to my Compass Card;
 - ▶ Request a refund of products and value on my Compass Card, in accordance with the provisions of the Compass Card Terms and Conditions of Use, and I acknowledge that any refund will be issued via cheque made out in my name, and not in the name of my Authorized User.

I agree that this authorization will remain in effect until I provide written notice to TransLink. I also acknowledge that my Authorized User will have access to my authentication questions for purposes of identification.

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Signature of Account Holder

Date (Day / Month / Year)

STEP 6: CANCEL EXISTING AUTHORIZED USER

Please cancel the existing Authorized User on my account. A letter confirming this change will be **mailed** to me within 3 business days of receiving my request.

Signature of Account Holder

Date (Day / Month / Year)

STEP 7: SUBMIT FORM

Please submit this form to:

IN-PERSON:

Compass Customer Service Centre

Stadium–Chinatown Station
Vancouver

West Coast Express Office

Waterfront Station, 2nd floor
Vancouver

BY MAIL:

Compass Customer Service

PO Box 2212 STN Terminal
Vancouver, BC V6B 3W2

BY EMAIL:

Scan your completed form and email the pdf file to:
customerservice@compasscard.ca

You'll be notified by email when your request has been completed. If you have questions, please call Compass Customer Service at 604.398.2042.

The personal information collected, used and disclosed is necessary for the administration of Compass program and is in accordance with provisions of Part 3 of the *Freedom of Information & Protection of Privacy Act*. Please refer to the Compass Privacy Statement located on **compasscard.ca** or contact the TransLink Privacy Officer at privacy@translink.ca for further information.