



## **Free TaxSaver Extension – Customer FAQ**

Updated Mon 16<sup>th</sup> May 2022

### **1. Who benefits from this measure?**

All customers who on Thu 31<sup>st</sup> Mar 2022, had a valid annual Tax Saver ticket for Public Service Obligation (PSO) public transport services. This includes customers of Dublin Bus, Luas, Bus Éireann, Iarnród Éireann, and Go-Ahead Ireland.

### **2. What does the customer have to do now?**

Nothing, except to collect their free ticket (see FAQ 3). The customer is not required to fill in forms or supply any details. Any customer whose ticket expires, and who has not already requested a refund, will automatically be provided with a new free ticket on their existing TFI Leap Card. This new ticket extends validity for three months from the date of expiry of their original ticket.

### **3. How does a customer “collect” their free ticket?**

“Collecting” the new ticket is straightforward for the customer and is identical to the process already in place for Tax Saver tickets. Bus customers can collect it using their Leap Top-Up App or in a TFI Leap Card retailer, while Luas and Iarnród Éireann customers collect it automatically as they travel.

Applicable Bus Éireann Point to Point ticket holders will receive a new ticket by post to include this three-month extension

### **4. When will I be able to collect my free extension ticket?**

The new, three months free extension ticket will be available for collection from the week before the existing ticket expires. The new extension ticket will run for three months from the expiry date of your original ticket. For example, if your original ticket expired on Wed 30<sup>th</sup> Apr, your extension will be valid until Sun 31<sup>st</sup> Jul.

### **5. I bought a new annual Tax Saver ticket after Thu 31<sup>st</sup> Mar 2022. How will I benefit?**

Annual tickets commencing validity from Fri 1<sup>st</sup> Apr 2022 onwards are not eligible for the three-month extension, but will be sold at a 20% discount from last year’s price..

### **6. As a customer, this extension does not suit me. Can I get a rebate instead of the extension?**

No; however, where the customer wishes to receive a refund rather than avail of the free extension, it is still open to them to make such a request via their employer under existing

terms and conditions.

**7. As a customer of a commercial bus operator, do these measures apply to me?**

No. These measures do not apply to customers of commercial bus operators.

**8. I have already received a refund. Do I benefit from the free extension?**

No. Other than the refund you have already received, there is no additional benefit.

**9. Can my extension be deferred to a later date?**

No, the extension cannot be deferred to a later date.

**10. When does the extension scheme start and end?**

The extension scheme does not apply to tickets that are commencing validity from Fri 1<sup>st</sup> Apr 2022, as these tickets are purchased at the reduced fare. For current annual ticket holders, please see below table indicating ticket extension dates (based on when your current ticket commenced validity).

Three-Month Extension for tickets active on Thu 31<sup>st</sup> Mar 2022:

#	Ticket Commencing Validity from	Ticket Valid to	Ticket Valid to new date with extension
1	Thu 1 <sup>st</sup> Apr 2021	Thu 31 <sup>st</sup> Mar 2022	Thu 30 <sup>th</sup> Jun 2022
2	Sat 1 <sup>st</sup> May 2021	Sat 30 <sup>th</sup> Apr 2022	Sun 31 <sup>st</sup> Jul 2022
3	Tue 1 <sup>st</sup> Jun 2021	Tue 31 <sup>st</sup> May 2022	Wed 31 <sup>st</sup> Aug 2022
4	Thu 1 <sup>st</sup> Jul 2021	Thu 30 <sup>th</sup> June 2022	Fri 30 <sup>th</sup> Sep 2022
5	Sun 1 <sup>st</sup> Aug 2021	Sun 31 <sup>st</sup> Jul 2022	Mon 31 <sup>st</sup> Oct 2022
6	Wed 1 <sup>st</sup> Sep 2021	Wed 31 <sup>st</sup> Aug 2022	Wed 30 <sup>th</sup> Nov 2022
7	Fri 1 <sup>st</sup> Oct 2021	Fri 30 <sup>th</sup> Sep 2022	Sat 31 <sup>st</sup> Dec 2022
8	Mon 1 <sup>st</sup> Nov 2021	Mon 31 <sup>st</sup> Oct 2022	Tue 31 <sup>st</sup> Jan 2023
9	Wed 1 <sup>st</sup> Dec 2021	Wed 30 <sup>th</sup> Nov 2022	Tue 28 <sup>th</sup> Feb 2023
10	Sat 1 <sup>st</sup> Jan 2022	Sat 31 <sup>st</sup> Dec 2022	Fri 31 <sup>st</sup> Mar 2023
11	Tue 1 <sup>st</sup> Feb 2022	Tue 31 <sup>st</sup> Jan 2023	Sun 30 <sup>th</sup> Apr 2023
12	Tue 1 <sup>st</sup> Mar 2022	Tue 28 <sup>th</sup> Feb 2023	Wed 31 <sup>st</sup> May 2023

**11. I lost my TFI Leap Card and have not yet replaced it, what will happen for me?**

In this case, the extension would be applied to the lost card, so it's important that you replace your card will in advance of it expiring in order to ensure the extension is applied to your new card.