

Regional Pensioner Travel Card - Frequently Asked Questions for setting PINs

1. Is it mandatory to set a PIN?

No, setting a PIN is optional. You have the choice to set a PIN on your new card for enhanced security. If you set a PIN it cannot be removed, however you can still use your card.

To set a PIN you must have a mobile phone number registered with your card. You can register your mobile phone number at any time by calling **1300 666 609**.

2. How do I set or change a PIN on my Travel Card?

- Call **1300 130 145** and have the Travel Card number and the mobile phone number associated with that card ready.
- Follow the prompts by entering your card number, followed by your mobile number, then hang up the phone call.
- Wait for the PIN Establishment Code (PEC) to be sent to you via SMS to your mobile phone.
- Visit **www.setupmypin.com.au**, enter the PEC, and the new PIN of your choosing. Alternatively, you can also call **1300 391 463**.
- Follow the prompts and enter the PEC code, followed by the PIN of your choice (you will need to enter the new PIN twice to confirm).
- The PIN has now been set, and ready to use.

When PINs are set or when any changes are made, the changes should be effective immediately.

3. How do I remove a PIN from my Travel Card?

- Once a PIN is set, it cannot be removed. If you no longer wish to have a PIN on your card, a new card will need to be reissued.
- To have a replacement card issued, please contact us on **1300 666 609** or email enquiries@wexaustralia.com.

4. Does my old Travel Card's PIN carry over to my new card?

No. If you have been issued with a new card, you will need to reset the PIN by following the instructions under "How do I set or change a PIN on my Travel Card?"

5. What if I have forgotten my Travel Card's PIN?

- If you have forgotten your Travel Card's PIN, you can call **1300 130 145** to reset the PIN. Have your card number ready and the mobile number registered for the card to receive an SMS containing further instructions.
- Alternatively, you can call **1300 666 609** to have the PEC issued. Then follow the steps sent via SMS to set your PIN.

**6. My card is locked due to too many incorrect PIN attempts. What should I do?
Your card will be locked after three incorrect PIN attempts. Follow the steps below to unlock your card.**

- Call **1300 130 145** to reset your card's PIN. Have your card number ready and the mobile number registered for the card must be provided to receive an SMS containing further instructions to set your PIN.
- Alternatively, you can call **1300 666 609** to have a PEC issued. Then follow the steps sent via SMS to set your PIN.

7. Do I need to present my Pensioner card if I set a PIN?

Setting a PIN may remove the need to present your Pensioner Concession Card at participating merchants. Note: not all merchants accept PINs, you may still need to present your Pensioner Concession Card at fuel outlets (e.g., BP sites).
