



## Lost your card? Your fares are safe.

A registered OPUS card is your guarantee in the event of loss, theft or damage.

### REGISTER YOUR OPUS CARD FOR FREE TODAY!

#### WHAT IS OPUS CARD REGISTRATION?

A registered OPUS card guarantees OPUS card replacement in the event of loss, theft or damage. Your new OPUS card will reflect your unexpired transit fares. Registration is free!

#### WHO IS ENTITLED TO THE GUARANTEE?

All RTM, RTL or STL users travelling with a regular fare are entitled to this guarantee.

Children, students and seniors automatically benefit from this guarantee because they travel with a registered OPUS card with photo which gives them access to reduced or student rates.

#### HOW TO QUALIFY FOR THE GUARANTEE?

There are three ways to register your OPUS card:

- 1) **At a metropolitan ticket booth:** go to a customer service centre near you or your closest metropolitan ticket booth with a duly completed registration form and your OPUS card.
- 2) **Online:** go to [rtm.quebec/enregistrer](http://rtm.quebec/enregistrer) to complete the form and attach a scanned version of your OPUS card.
- 3) **By mail:** attach a photocopy of your OPUS card to the duly completed registration form and send it to the address at the bottom of the page.

The information provided in the registration form and the copy of your OPUS card will corroborate your identity should you need to use the guarantee.

Once RTM Customer Service has received your request, your card will be registered within 10 business days.

#### WHAT TO DO IN THE EVENT OF OPUS CARD LOSS, THEFT OR DAMAGE?

If you have registered your OPUS card, go to your closest metropolitan ticket booth or to a service centre near you with a photo ID. Your lost, stolen or damaged card will be deactivated. You will then be given a new OPUS card loaded with your unexpired fares. You will only be charged the cost of the new OPUS card based on the applicable rate.

#### QUESTIONS?

Réseau de transport métropolitain  
700, rue De La Gauchetière Ouest, 26<sup>e</sup> étage  
Montréal QC H3B 5M2  
514 287-TRAM (8726)  
1 888 702-8726, toll-free throughout the RTM territory.

# OPUS card registration form

## Mandatory fields for card registration

OPUS card no.: 02-

Surname:

Given name:

Date of birth:

*Year*

*Month*

*Day*

Email:

Phone no.:

Home

Mobile

Work

Postal code:

**Please answer two of the four questions below. The information can be used later to confirm your identity.**

Mother's maiden name:

Hometown:

The first street you lived on:

The name of your first elementary school:

## Optional fields

\*Address:

\*City:

\*\*Number of people residing at the same address:

Adults:

Children:

Ages:

*\* This information will be used to contact you if any details need to be confirmed to complete the registration process.*

*\*\* This information will be used to conduct studies that help us better meet your needs.*

I agree to receive information or offers pertaining to public transit from RTM.

*By signing below, I hereby certify that I have read the terms and conditions appearing on page 3 concerning personal information.*

Signature:

Date:

*Year*

*Month*

*Day*

RESERVED FOR TICKET OFFICE PERSONNEL

Signature:

Date:

# Personal information

## Information by virtue of article 65 of the *Act respecting access to documents held by public bodies and the protection of personal information* (R.S.Q., c. A-2.1)

1. The personal information collected in order for a registered OPUS card to be issued is the data necessary to either verify, issue or renew the status of people who are entitled to obtain or use a registered OPUS card giving access to preferred rate privileges for transit passes, for the purposes of either renewal, amendment, replacement, reactivation or cancellation of an OPUS card, as the case may be;
2. This personal information is collected by the ARTM for its own behalf, for the *Société de transport de Montréal* (STM), which is responsible for operating the integrated system for the sale of transit passes and collection of public transit revenue (the “Integrated System”), and for the benefit of public transit operating authorities and public transit organizations participating in the *Integrated System*;
3. The public transit operating authorities and public transit organizations participating in the *Integrated System* which are likely to exchange personal information for the purposes of implementing this *Integrated System* are the following: the *Société de transport de Montréal*, the *Société de transport de Laval*, the *Réseau de transport de Longueuil*, the *Réseau de transport de la Capitale*, the *Société de transport de Lévis*, the *Autorité régionale de transport métropolitain* and the *Réseau de transport métropolitain*. Other public transit operating authorities and public transit organizations may eventually join the *Integrated System*. If so, the identity of the new organizations will be made known to public transit users via official releases or postings on the websites of the STM, public transit operating authorities and public transit organizations participating in the *Integrated System*;
4. Personal information may be collected for the following purposes: **a)** the issue, renewal, amendment, replacement, reactivation or cancellation of a registered OPUS card by public transit organizations participating in the *Integrated System*, **b)** the sale of transit passes and the collection of public transit revenues, as well as the distribution of some of these receipts, **c)** the refund or return of transit passes, **d)** the management of the *Integrated System*, **e)** the prevention, detection or repression of fraud, **f)** public transit planning (from a depersonalized perspective);
5. The categories of personnel who, in the course of performing their duties, will have access to the personal information within public transit operating authorities and public transit organizations participating in the *Integrated System* are the following: customer service agents, inspectors and ticket office personnel, as well as any employees and consultants working for such transport organizations who need to know the information collected in order to fulfill their duties with respect to selling transit passes, distributing public transit revenues or managing the *Integrated System*;
6. The personal information involved is collected on an optional basis. Public transit users are free to buy transit passes on anonymous cards that do not require the disclosure of any personal information and do not confer any preferred rate privileges;
7. Users who refuse to provide the personal information required for the issuance of a registered OPUS card, or who refuse to validate their identity when having a registered OPUS card amended, replaced, reactivated or cancelled, or when obtaining a refund or return of a transit pass, may be denied the requested service or privilege;
8. People having disclosed personal information in order to obtain a registered OPUS card or to have one renewed, amended, replaced, reactivated or cancelled are entitled to consult the personal information held concerning them, to obtain a copy thereof or to request amendment of any information that is inaccurate, incomplete, ambiguous or collected in breach of the Access to Information Act. To do so, they are to address a written request in that respect to the STM’s access-to-information officer and authenticate their identity. The contact information for the STM’s access-to-information officer is as follows: *Société de transport de Montréal, Responsable de l’accès à l’information et de la protection des renseignements personnels*, 800 De La Gauchetière Street West, Montréal QC H5A 1J6.