

NEC proof of entitlement and other information, May 2014

Proof of name and age

You must show us **one** of the following and it must be the **original** item, not a photocopy

- a current passport
- a birth certificate - unless your name has changed - or an adoption, marriage or divorce certificate
- a current driving licence - paper or photo
- a Department for Work and Pensions (DWP) pension or benefits letter
- an NHS medical card
- a PASS hologram card
- an official document from the Council that has your name and age
- an official government document such as asylum registration, immigration status, or a UK Border Agency travel document.

Proof of address

You must show us **one** of the following and it must be **current**

- a Council or housing association bill, letter or a payment book, such as a Council Tax bill, letter or payment book or a Council or housing association rent book
- a letter from a care or residential home
- a TV licence
- a utility bill - but **not** a mobile phone bill
- a personal bank or building society statement
- a letter from DWP, HM Revenue and Customs, the Home Office or the Immigration Office
- a credit card statement
- a letter from your school, college or university.

Photograph

You will need a photo for your NEC application. It must be

- recent – that is, taken within the last 12 months
- in colour

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- passport size - 45mm x 35mm
- a true likeness, showing your full face, facing forward, without a hat and taken against a plain, evenly lit and pale background.

If you don't have the proof you need

If you don't have the proof you need, contact us on 0131 200 2351. If you are a **Young Scot** and don't have all the necessary proofs, the Young Scot application provides space for you to include details of a suitable referee who can confirm your details. Call us on 0131 200 2350 for further information.

If your details change

Tell us straight away. Phone us on 0131 200 2351 or visit your local library. If you change address but still live in Scotland, you can keep using your NEC card for the travel scheme, but you must tell us so that any future cards are sent to the correct address. Phone 0131 200 2351

If your card doesn't work

If the ticket machine on the bus can't read your NEC, it may have expired or be damaged.

If it has **expired**, you will be asked to pay the full fare and you will have to get a new card. You can do this by going to your nearest library with current proof of your entitlement to the NEC. You don't have to fill in another form.

If it is **damaged**, the driver will give you the option to pay the full fare and retain your card or swap your card for a seven day travel pass. The temporary pass gives you free travel, but the companion element is not available.

Whatever you decide to do, you must contact the council to get a new card. If none of your details have changed, you can just call us on 0131 200 2351. If your details have changed since you got your card, you will have to go to your nearest library with proof of this – for example, if you have a new address - but you won't have to fill in another form.