



# IS YOUR OPUS CARD REGISTERED?

If it's lost or stolen,  
you can transfer any unused  
fares to a new card.

IT PAYS  
TO REGISTER  
YOUR OPUS CARD.

Under our replacement guarantee, registered OPUS cards are replaced if lost or stolen.\* That means the valid fares still on your OPUS card at the time you declare it lost or stolen will be transferred to your new card.

### **WHO IS THE GUARANTEE FOR?**

Any STM customer can register a regular-fare, no-photo OPUS card to get the guarantee.

Children, students and seniors automatically qualify for the guarantee, since the photo OPUS cards used for discounted and student fares are always registered.

**Registering your card is easy and free!**

### **WHAT TO DO IF YOUR REGISTERED OPUS CARD IS LOST OR STOLEN?**

Talk to a station agent in any métro station or visit a metropolitan ticket office, EXO sales and service location, or service centre for your local public transit agency. Be sure to have photo ID with you when you go.

Your lost or stolen card will be deactivated.

In exchange, you'll receive a new OPUS card loaded with any unused fares you had left on your old card. All you'll need to pay for is the cost of the new card itself (at the current rate).

*\*Guarantee does not apply to OPUS cards that are more than 6 months past their expiration date.*



## OPUS CARD REGISTRATION FORM

Please fill out this form to register your OPUS card.

Please write legibly in block letters.

ALL FIELDS MUST BE FILLED.

Legal last name:

*(As it appears on your valid ID card)*

Legal first name:

*(As it appears on your valid ID card)*

Date of birth:

*(YYYY-MM-DD)*

Postal code:

OPUS card number:

The following information will be used to contact you if we need to verify any information.

Email:

Phone number:

### SECURITY QUESTIONS

To help us keep your personal information safe, please answer ONE of the following questions.

It will be used to identify you when you communicate with our customer service agents.

Mother's maiden name:

Name of the first street  
you lived on:

Where were you born?

Name of your first  
elementary school:

*Date (YYYY-MM-DD)*

Applicant/ User's signature

### FOR INTERNAL USE ONLY

*Date (YYYY-MM-DD)*

Employee/ Transit agency's signature

New registered  
card issued:

## **INFORMATION RELATED TO APPLICATION OF THE *ACT RESPECTING ACCESS TO DOCUMENTS HELD BY PUBLIC BODIES AND THE PROTECTION OF PERSONAL INFORMATION* (CQLR, C. A-2.1)**

1. A registered OPUS card is considered to be a customized OPUS card. The personal information collected to issue the customized OPUS card is the information required to verify, grant or renew the status of persons who are entitled to obtain and use a customized OPUS card that confers a transit fare privilege, either for the renewal, modification, replacement, reactivation or cancellation of a customized OPUS card.
2. This personal information is collected by the organization that issues the OPUS card, for itself, for the Société de transport de Montréal (STM), which is responsible for operating the integrated fare sales system software ("Integrated System") for the benefit of the public transit agencies using the Integrated System.
3. The public transit agencies participating in the Integrated System are the Autorité régionale de transport métropolitain, the Réseau de transport de la Capitale, the Société de transport de Lévis, the Réseau de transport de Longueuil, the Réseau de transport métropolitain, the Société de transport de Laval, the Société de transport de Montréal, the Réseau express métropolitain, and the Joliette RCM.
4. This personal information is collected for the following purposes: (a) to allow the public transit agencies that participate in the Integrated System to issue, renew, modify, replace, reactivate, or cancel customized OPUS cards; (b) to sell transit fares, collect transit revenues, and distribute certain revenues; (c) to refund or retribute transit fares; (d) to manage the Integrated System; (e) to prevent, detect or repress fraud; (f) to plan transit services (using depersonalized data).
5. The categories of persons who could have access to this personal information while performing their duties for the public transit agencies participating in the Integrated System are: customer service agents, public transit fare collectors, and the public transit employees and consultants who must review said information in order to perform their duties regarding fare sales, the collection or distribution of public transit revenue, the management of the Integrated System, or public transit service planning.
6. If this personal information is disclosed to third parties or outside Quebec, it will be disclosed in accordance with the provisions of the *Act respecting Access to documents held by public bodies and the Protection of personal information*.
7. This personal information is collected on an optional basis. Transit users may, at their discretion, purchase public transit fares loaded on unregistered cards that do not collect personal information or confer any fare privileges.
8. A customer who refuses to provide the personal information required to issue a customized OPUS card or who refuses to establish their identity when modifying, replacing, reactivating or cancelling a customized OPUS card or to obtain a fare refund or restitution may be denied the requested service or privilege.
9. This personal information will be retained and destroyed in accordance with the retention rules approved by the Bibliothèque et Archives nationales du Québec.
10. Any person who has provided personal information to obtain a customized OPUS card or to have it renewed, modified, replaced, reactivated or cancelled has the right to access, obtain a copy of, or request the correction of inaccurate, incomplete or equivocal information or information collected in contravention of the law. To do so, the person concerned must send a written request along with proof of identity to the Société de transport de Montréal (STM)'s Access to Information and Privacy Officer, who is responsible for operating the Integrated System, at: 800 De La Gauchetière Street West, Suite 1170, Montréal, Québec, H5A 1J6.