

## BC Bus Pass Program General Enquiry Form

The personal information requested on this form is collected under the authority of and will be used for the purpose of administering the *Employment and Assistance Act* and the *Employment and Assistance for Persons with Disabilities Act*. The information will be used for eligibility purposes. The collection, use and disclosure of personal information is subject to the provisions of the *Freedom of Information and Protection of Privacy Act*. Questions regarding the collection, use, and disclosure of personal information can be directed to an Employment and Assistance Worker of The British Columbia Bus Pass Program by email: visit [www.gov.bc.ca/buspassprogram](http://www.gov.bc.ca/buspassprogram), by phone: 1-866-866-0800, or by mail: PO Box 9985, Stn Prov Govt, Victoria BC V8W 9R6.

### Step 1 - What type of service would you like to request?

Please note: New applications, address changes, and replacement passes can be requested online. Visit [www.gov.bc.ca/buspassprogram](http://www.gov.bc.ca/buspassprogram) for instructions.

- I have submitted payment but have not received my pass yet. How long will it take for my bus pass to arrive?
- I have submitted an online request for a new application, when can I expect my application to arrive by mail?
- I have submitted an online address change and would like to confirm that the change was made on my file.
- Please add the attached documents to my BC Bus Pass Program file.
- Please add the attached BC Bus Pass Consent to Disclosure form to my BC Bus Pass Program file.
- It is three months before my pass expires and I have not received a renewal application. Can you update my address and send me a reprint of my renewal application?

### Step 2 - Tell us about yourself

Account # (if you are currently a Bus Pass client):

Last Name:		First Name:		Middle Name:	
Date of Birth (YYYY MMM DD):	Phone Number:	Spoken Language:	Is it ok to leave a voice message? <input type="checkbox"/>		

### Step 3 - Enter your current address information

Residential Address:					
Apt:		Street Address:			
City	Province: BC	Postal Code			

### Step 4 - Submit your request

Save this completed Bus Pass General Enquiry Form and attach it to your email or mailed correspondence.

**Email requests can be sent to:** [BCBusPassProgram@gov.bc.ca](mailto:BCBusPassProgram@gov.bc.ca)

**Mailed requests can be sent to:** BC Bus Pass Program, PO Box 9985 Stn Prov Govt, Victoria, BC, V8W 9R6

If emailing: Once your email has been received, the ministry is committed to the protection of your information; however, you should be aware that email is an inherently insecure communication channel. If you are not comfortable sending personal information over email, please contact the BC Bus Pass Program at 1-866-866-0800 or mail your request.