OPUS CARD REGISTRATION FORM

For our paratransit customers

Protection of your Opus card in the event of loss, theft or damage

If your card was lost, stolen or damaged, you can get a new Opus card that will reflect your unexpired transit fares. However, **you must register your card in advance.**

How to register your Opus card?

Print, **complete and sign** the form appearing on the next page. Send it to us by one of the following options:

1. By mail: SOCIÉTÉ DE TRANSPORT DE LAVAL
   Service du transport adapté
   2250, av. Francis-Hughes
   Laval QC H7S 2C3
2. By fax: 450-662-8376

If you prefer to email it to us, take a picture of you completed form and send it to transportadapte@stl.laval.qc.ca (make sure the image is clear enough to easily read all the information).

If you already have a photo ID Opus card, it is already protected and registered in your name: there is no need to send a form.

What should I do if my card is lost, damaged or stolen?

Come see us at a Metropolitan ticket office **with a photo identification.** The card will be deactivated and your unexpired transit fares will be reflected on a new card. You will only be charged the cost of the new Opus card based on the applicable rate.

Don’t forget to call us to update your file with your new Opus card number, which appears on the back: 450-688-6520.

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For our paratransit customers

Last name: _____

Name: _____

Initials (if applicable): _____

STL customer no.: _____

Postal code: _____

Date of birth: _____
(day/month/year)

Opus card no.: _____
(on the back of your card)

Choose a security question (it 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

Answer to the question: _____

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

Signature: _____

Date (day/month/year)**:** _____

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.