



Freedom Pass 2018 Renewal

The Freedom Pass scheme allows older and disabled people to use London's transport system free of charge. Every five years the passes must be renewed, and those older people in London with a Freedom Pass expiring in March 2018 will shortly receive a letter asking them to renew their pass.

Overview

The older persons Freedom Pass allows free travel across London and free local bus journeys nationally. The scheme is administered by London Councils on behalf of the London boroughs.

Any older person whose sole or principal residence is in a London borough and who meets the age criteria can receive a pass. Eligibility can be checked on: www.freedompass.org, and proof of age and London residency is required by applicants.

2018 renewal of older persons Freedom Pass

By law, Freedom Passes must be renewed every five years. Therefore, residents whose pass expires on 31 March 2018 will need to renew their pass in order to keep using the scheme. They will receive a letter in early February 2018¹ asking them to renew their pass. The letter contains a unique renewal number and instructions on how they can renew their pass online in four easy steps.

Pass holders are encouraged to renew online, but those who are unable to do so, can complete a paper form, which is also provided in the letter².

Freedom Pass holders do not need to have an email address to renew online. However, the benefits of setting up an account using an email address include: receiving an update when the new pass is sent out; and being able to update the account online in the future.

Receiving the new pass

Residents will receive a new pass in the post within around three weeks of completing the renewal, as long as their application is successful. They will only be contacted by the Freedom Pass team if there is an issue. The status of their Freedom Pass renewal can be tracked online at: www.freedompass.org/tracker

Once the new Freedom Pass is received, it can be used immediately and the old pass destroyed.

¹Any residents who live in the London Borough of Camden will need to contact their borough directly to renew their Freedom Pass.

²Any residents in the London Borough of Sutton who are not renewing their pass online must visit their local library to renew their card.

Why are we encouraging people to go online?

We anticipate that 62,000 people will need to renew their passes before 31 March 2018 and online renewal is the easiest route for pass holders and the cheapest option for boroughs.

In 2016, 79 per cent of people with Freedom Passes expiring that year renewed online; of those, 95 per cent thought it was very easy or fairly easy to renew online and 87 per cent completed the online renewal by themselves.

Address changes

Older persons pass holders whose details are not correct can update their details online by providing proof of identity and/or address. A list of documents which will be accepted is included as part of the Frequently Asked Questions sheet enclosed with the letter.

Disabled Freedom Pass

Holders of the disabled persons Freedom Pass will receive their new pass in February. Their local borough may contact them to confirm their continued eligibility for the scheme

Contact Information

The letters to older persons pass holders are being sent out in early February, but if someone with a Freedom Pass expiring on 31 March 2018 has not received a letter by the end of February, they should contact the Freedom Pass Team on: info@freedompass.org or 0300 330 1433.

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