

# RESEARCH SUMMARY

<b>Title</b>	Oyster balances on dormant cards		
<b>Objective</b>	To understand why some customers have not applied for refunds for outstanding Oyster card balances or deposits		
<b>Date</b>	July 2013	<b>Agency:</b>	SPA Future Thinking
<b>Methodology</b>	1,766 online interviews with Oyster cardholders who have an outstanding cash balance and have not used cards in the last 6 to 24 months		

## Abstract

Transport for London (TfL) holds records of customers who own an Oyster card which has not been used for at least 6 months. An online survey was administered to these cardholders to determine why the cards had not been used recently, why they had not claimed back the outstanding balance from TfL and future plans for the cards. Most said they will keep the Oyster card for when they need it, while the most common reason for not using the Oyster card recently was a lack of need to travel on public transport in London. Two fifths were aware it is possible to get a refund on Oyster card deposits or Oyster PAYG balances but only a minority plan to do either.

## Key findings

Three quarters (77%) of those surveyed said they plan to keep the inactive Oyster card for when they need it. Only a minority plan to claim back their Oyster PAYG balance (7%) or their deposit (6%).

Two fifths (39%) said they had not used their Oyster card recently because they have not needed to travel on public transport in London. A further one in five (22%) said their dormant Oyster card is a spare card they keep for guests or emergencies.

Two fifths (43%) of respondents were aware that it is possible to get a refund on Oyster card deposits or Oyster PAYG balances.

Of those who know they can claim a refund, over half (54%) have not claimed it back because they intend to use the outstanding balance and a quarter (25%) are happy to keep their balance..

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