

## Transport for London - Care Leaver Concession – FAQ for Care Leavers

### Process to follow:

- A Care Leaver will confirm with their Borough that they wish to apply for the concession. The Borough will provide TfL with the Care Leaver's details. This process can take up to 3 weeks.
- The Care Leaver can apply after their 18<sup>th</sup> birthday, and the concession is valid until they are 26 years old. The Care Leaver's Date of Birth must match the Date of Birth that has been given to TfL by their Borough.
- The name on the application must match exactly the name that has been given to TfL. PLEASE NOTE that if the Care Leaver uses Auto-fill for the application, sometimes a space is put after the name. This will mean the application is rejected as the names are not an exact match.
- The Borough on the application must match the Borough that has provided the Care Leaver's details to TfL.
- The application must be from a London address.
- Only one TfL discount can be held at a time, so if the Care Leaver has a Job Centre Plus, Apprentice Discount or 18+ student concessions, then they would have to cancel that in order to take up the Care Leaver's concession. This may not give them the greatest benefit so that decision needs to be taken carefully.
- The care leaver must apply online via the photocard portal on the TfL website <https://photocard.tfl.gov.uk/>