

## Card Renewals (Business) Q&A

A summary is given below of the most frequently asked questions about card renewals. Not every question will be relevant for everyone. The right-hand columns tell you who they are applicable to. If you cannot find your question here, please contact NS Zakelijk Customer Services on 030-3001111.

CO = contact (person who manages the employees' NS-Business Cards)

CH = cardholder (employee with an NS-Business Card from their employer)

SE = self-employed person who manages more than one NS-Business Card

### General & Communication

Question	CO	CH	SE
<p><b>1 Why does a card have to be renewed?</b> An NS-Business Card is a public transport smartcard (<i>OV-chipkaart</i>) with a lifespan of 5 years. To make sure that the card does not stop working over the course of time, it needs to be replaced. The new card will let you continue for another 5 years.</p>	X	X	X
<p><b>2 What should I do if I have a card without a photo?</b> Check that your address and e-mail details are correct in My NS Zakelijk. You do not have to do anything if this data is stated correctly. You will receive a message automatically saying that we are going to renew your card. You then receive your new card, including any applicable season tickets.</p>	X	X	X
<p><b>3 What should I do if I have a card with a photo?</b> Check that your address and e-mail details are correct in My NS Zakelijk. You do not have to do anything if we still have a valid passport photo of you. If we do not have a valid passport photo, you will receive a request 8 weeks before the expiry date of the card asking you to provide a new photograph. If the photograph is provided in time, the new NS-Business Card will be made 4 weeks before the expiry date of the old card and sent within 5 working days. There is a handy tool in My NS Zakelijk for uploading a new passport photograph.</p>	X	X	X
<p><b>4 What do we do for cardholders who don't speak Dutch?</b> An English variant of the e-mails we send will shortly be made available on ns.nl.</p>	X		
<p><b>5 What communications will be sent to which of my staff and when?</b> Please note: the address details of your employee in My NS Zakelijk must be correct.</p> <ul style="list-style-type: none"> <li>For NS-Business Cards without a passport photo or with a valid photo: Your employee will receive an e-mail 28 days before the card expires stating that they will receive a new NS-Business Card automatically.</li> <li>For NS-Business Cards without a valid photo: Your employee will receive an e-mail 56 days before the card expires asking them to supply a passport photograph. If we have still not received a photograph 42 days before the card expires, your employee will receive a letter asking them to supply a passport photo. Please note: we cannot produce a new card without a valid passport photo. Your employee will then not be able to travel anymore after the expiry date of the old card.</li> </ul>	X		X
<p><b>6 What is the process for my cardholders?</b> You can find all the information on <a href="http://www.ns.nl/kaartvernieuwing">www.ns.nl/kaartvernieuwing</a>. It contains information for the cardholders, the contacts and self-employed people.</p>	X	X	X

## Address & Delivery

Question	CO	CH	SE
<p><b>7 When will my card be delivered?</b></p> <ul style="list-style-type: none"> <li>For NS-Business Cards without a passport photo: Approximately 3 weeks before the old card runs out.</li> <li>For NS-Business Cards with a passport photo: Approximately 3 weeks before the old card runs out, as long as we received a photograph from you in time. If we no longer have a photograph of you in our system and you do not supply a new one, we cannot supply your new card. You can then no longer travel with your NS-Business Card after the expiry date. If you supply a photo at a later point, you will then receive your new card within 5 working days. If we have not received a photo by the expiry date of your old card, we will cancel your NS-Business Card and any active travel products and inform you about this.</li> </ul>	X	X	X
<p><b>8 Where will my card be sent?</b></p> <p>Please note: your address details in My NS Zakelijk must be correct. You can change these details if necessary in My NS Zakelijk under "Personal details". Depending on the agreements with your employees or the contact, the card may be delivered to your private address or your contact's business address. If you are self-employed, we will deliver the card to the address we have for you in My NS Zakelijk.</p>	X	X	X
<p><b>9 What should I do if I don't get my card in time?</b></p> <p>First check that your address details are correct in My NS Zakelijk. If these details are correct and you have not yet received a new card 10 working days before the expiry of the old one, please contact NS Zakelijk Customer Services.</p>	X	X	X
<p><b>10 What if NS does not list my correct address?</b></p> <p>You can see and change the address that we have for you in My NS Zakelijk under "Personal details". If you get a message saying that we are going to renew your card and deliver it to your home address, the card will be sent to the address that we have for you at that moment.</p>	X	X	X
<p><b>11 When must I inform you of a change of address by?</b></p> <p>You can enter your correct address in My NS Zakelijk until 4 weeks before your card expires and still be in time for your new card to be delivered.</p>	X	X	X
<p><b>12 My card has expired and I haven't received a new one.</b></p> <p>Check your address and e-mail details in My NS Zakelijk. Ask your contact where the card was delivered. If the card was sent to your home address and the address in My NS Zakelijk was wrong, change your address and ask for a duplicate card in My NS Zakelijk. If the card was sent to your company, ask your company's contact. If you are self-employed, you can check the status by logging into My NS Zakelijk as your own contact.</p>	X	X	X
<p><b>13 I am my company's contact. How can I make sure that NS has the correct addresses for my staff?</b></p> <p>You can do this in My NS Zakelijk by modifying the address of the cardholder in question. A cardholder file can also be uploaded for multiple cardholders at the same time.</p>	X		X

## Passport photo

	CO	CH	SE
<p><b>14 How can I supply a passport photo?</b> The e-mail you receive from us contains a link that lets you upload a photo associated with your <i>OV-chipkaart</i> number. We will use this photo for producing your new card.</p> <p><b>What if I no longer have the e-mail with a link for uploading my new passport photo?</b> Go to My NS Zakelijk and then go to "My orders". This will show you the status of the order plus a link for uploading your passport photo.</p>	X	X	X
<p><b>15 When do I have to have uploaded a passport photo by?</b> If you supply a new photo 4 weeks before your card expires, we can guarantee that you will receive a new card in good time and that you will be able to continue travelling. The later you provide your photo, the greater the chance that you will not receive your new card in time. The production time for a NS-Business Card under normal circumstances is a maximum of 5 working days, counting from the moment that we receive your photo.</p>	X	X	X
<p><b>16 What if I don't provide a passport photo in time?</b> If you supply a photo less than 4 weeks before the expiry date of your card, you will still receive your new card within 5 working days. If we have not received a photo from you or your employer after the expiry date of your card, you can no longer travel using your NS-Business Card and it will be cancelled. You will be informed of this.</p>	X	X	X
<p><b>17 Do I also have to upload a passport photo if I never had to provide one before?</b> In order to minimise the burden on your employer when renewing your NS-Business Card, we ask you to supply a photograph if we no longer have a valid one at our disposal.</p>		X	X
<p><b>18 Why do we ask the cardholder rather than the company to supply a passport photo?</b> To minimise the burden on the contact as much as possible, we ask the cardholders to supply photos. Getting a new photo made if necessary and then supplying it is less of an effort for the cardholder than for a company contact. This allows us to produce a new card for you more quickly.</p>	X	X	X
<p><b>19 Why have I received a letter with a request to provide a passport photo stating that I had not responded to an earlier message?</b> If a photo has not been provided yet after the first request by e-mail, we send a repeat request by post 2 weeks later. If your e-mail address in My NS Zakelijk is incorrect or if we do not have an e-mail address for you, then you will naturally not have received that e-mail. You can change your address details in My NS Zakelijk.</p>		X	X
<p><b>20 I had a <i>Traject Vrij</i> (Route Freedom) season ticket on my old card with a photo, but I have changed it to one without a season ticket Will the new card have a passport photo or not?</b> If your old card had a passport photo, you will also get a new card with a photo. We do not look at season tickets for this. This lets you retain the flexibility should you later wish to change back to a season ticket with a photo. You then only have to go to the ticket machine to pick up the changed season ticket and you do not have to wait for a new card to be produced.</p>	X	X	X
<p><b>21 I am my company's contact. Can I upload passport photos for the cardholders?</b> Yes, you can do that in My NS Zakelijk. Find the correct card under "Manage cards and cardholders". You can upload a photo for the cardholder under "Wait for photo".</p>	X		X
<p><b>22 How can I avoid having to supply another photo in 5 years' time?</b> You do this by giving permission when the photo is uploaded for it to be retained for as long as you have an NS-Business Card or other season ticket with NS.</p>	X	X	X

## Changes on the card

Question	CO	CH	SE
<p><b>23 Why can't I make changes right now on my old card in My NS Zakelijk?</b> To make sure that no differences can arise between your old card and your new one, you cannot make changes or request a duplicate while your new card is being produced.</p>		X	X
<p><b>24 What is the last day I can still make changes on my old card? And will those changes then be included on the new card?</b> You can make changes on your old card up until the moment that we start renewing your card. That is 28 days before the expiry date of your card. We then include the changes on the new card. Once you have received your new card, you will be able to make changes once again on the new one.</p>	X	X	X
<p><b>25 I don't want to have a new card</b> You need to cancel your card through My NS Zakelijk, either in person or via your contact.</p>	X	X	X

## Using the card

Question	CO	CH	SE
<p><b>26 Can there be a moment when I do not have a usable card?</b> <b>There are two ways that can happen:</b></p> <ul style="list-style-type: none"> <li>If we have sent your new card to your home address, but your address details were not entered correctly in My NS Zakelijk. We cannot then send a new card and your existing card will run out after its expiry date.</li> <li>If you have a card with a passport photo and we have not received a photo from you in time (less than a week before the expiry date of your card). You will then not have a usable NS-Business Card after the expiry date of your old one.</li> </ul>	X	X	X
<p><b>27 Can I use the old and new cards at the same time?</b> Yes. You can continue to use the old card until its expiry date, and the new card is valid from the moment you receive it. We recommend cutting the old card up once you have received the new one. You or your employer will receive an invoice for the total costs incurred on the two cards.</p>		X	X
<p><b>28 Do I still have to go to the ticket machine with one of the two cards?</b> No, there's no need for that.</p>		X	X
<p><b>29 What should I do with my old card?</b> You should cut it up and throw it away.</p>	X	X	X

## Validity of the card

Question	CO	CH	SE
<p><b>30 How long is my current card still valid?</b> The expiry date is stated on the back of the NS-Business Card.</p>	X	X	X
<p><b>31 I am my company's contact. How can I see which cards will expire and when?</b> Go to My NS Zakelijk and download the overview of your NS-Business Cards (as a CSV file).</p>	X		X