

Hello Lucky Traveller,

Thank you for taking part in the West Midlands Bus Scheme.

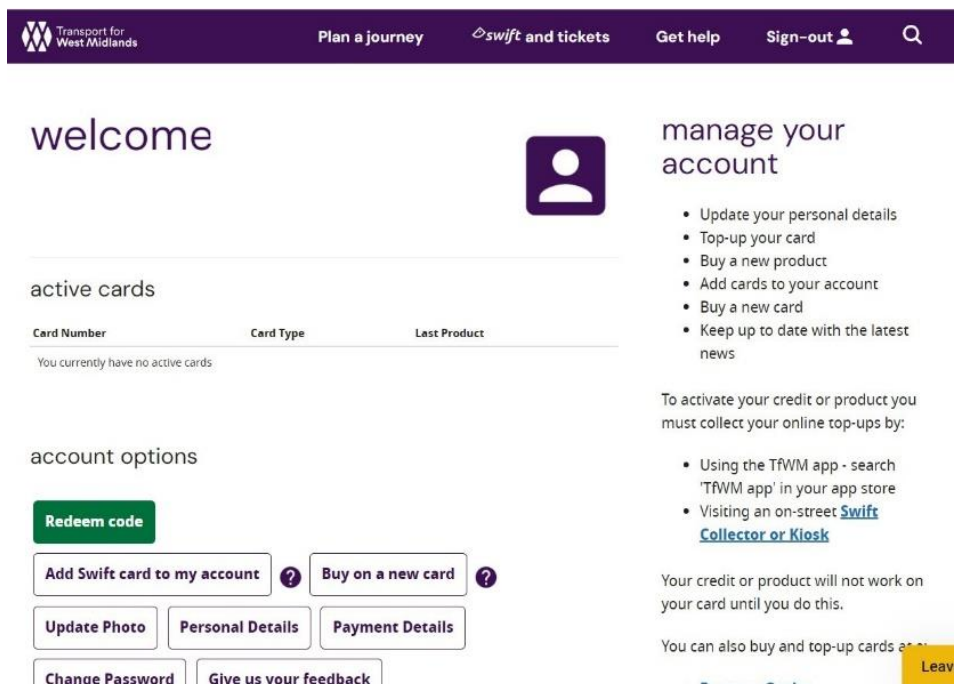
We will be offering you credit or a free ticket which will allow you **unlimited travel on all buses, all day in the [Network West Midlands Area](#)**.

Buses are the most essential part of the Transport for West Midlands public transport network and we are committed to making it easier than ever before for residents to access quality bus travel.

### To redeem your code you will need to:

1. Login or Create a [Swift account](#)
2. Click **redeem-code** in account options
3. **Enter voucher code**, this will be provided by your organisation
4. Select 'Buy on new card' (you will need to upload a photo)
5. Select a start date
6. Confirm your order
7. Your new Swift card will be posted to you within **7 days**

The expiry date of the voucher code will be given to you when you receive the code from your organisation.



The screenshot shows the user account interface. At the top, there is a navigation bar with the logo and links for 'Plan a journey', 'swift and tickets', 'Get help', 'Sign-out', and a search icon. The main content area is divided into two columns. The left column, titled 'welcome', features a user profile icon and a section for 'active cards' which currently shows 'You currently have no active cards'. Below this is the 'account options' section with buttons for 'Redeem code', 'Add Swift card to my account', 'Buy on a new card', 'Update Photo', 'Personal Details', 'Payment Details', 'Change Password', and 'Give us your feedback'. The right column, titled 'manage your account', lists actions such as 'Update your personal details', 'Top-up your card', 'Buy a new product', 'Add cards to your account', 'Buy a new card', and 'Keep up to date with the latest news'. It also includes instructions on how to activate credit or products and how to collect online top-ups.

### **What happens next?**

As soon as you receive your Swift card, use your free season ticket for 4 weeks from your selected start date. We'll send you an email to let you know if you qualify for another free product or to collect your feedback.

### **How to add your season ticket to your Swift card**

You need to collect your season ticket on your Swift card before you travel.

Use one of the following options to collect your free season ticket:

#### **Use your phone**

- Download the TfWM App from your app store
- Open the 'Swift Collector' on the app homepage
- Hold the Swift card in the right place for your phone - this is usually on the top half of the back of your phone but may vary by device. You can find more information and tips on our [help page](#)

#### **Visit an on-street Swift Collector**

- Hold the Swift card on the reader and wait for the card to be updated
- Find an [on-street swift Collector](#)

#### **Visit a Swift Kiosk**

- Hold the Swift card on the reader and wait for the card to be updated
- Find a [Swift Kiosk](#)

### **How to use your Swift Card**

To use your card, simply tap your Swift card on the reader when you board the bus. You may need to show your Swift card at any point in your journey if a conductor wants to check it.

### **Need help?**

Please contact the organisation who issued you the code with your discount code!

Thank you for choosing the smart way to travel and happy travelling,

*The Swift Team at Transport for West Midlands!*