



**REMEMBER THE FRAUD ACT 2006:**  
"Providing false information is a criminal offence"

## Replacement Criteria:

### You can apply for a replacement card if:

- You have been issued with a CitizenCard or Yoti CitizenCard previously
- Your previous card was issued **after October 2009** (we do not hold records before that date)
- You have lost your card or it was stolen
- Your card is too damaged to continue using
- Your appearance has changed since your previous card was issued
- You have legally changed your name since your previous card was issued
- Your age no longer reflects the age band on your card
- The design of your card is outdated
- Your card has expired

## If you have legally changed name:

If you have legally changed your name since your previous card was issued, you will have to provide a photocopy of one of the following documents:

- Change of Name Deed(s) (Deed Poll)
- Marriage Certificate(s)
- Court Order(s)
- Gender Recognition Certificate

### Please note:

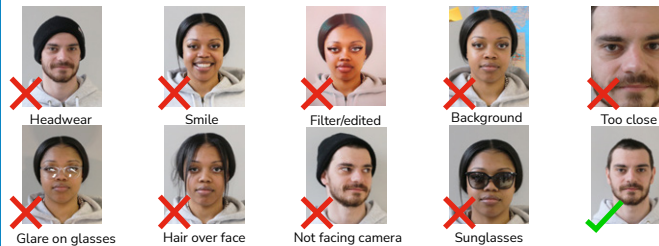
- If you have changed your name more than once since your last card was issued, you will need to provide photocopies of each name change document.
- If your change of name document contains more than one page, please make sure to include photocopies of every page.

## Payment, Parental Consent & Photo Guidelines

- **Standard applications** cost £14.00 - 21 days processing (subject to verification checks) - card sent by Royal Mail 2nd Class post.
  - **Urgent applications** cost £29.00 - 1-2 working days processing (subject to verification checks) - card sent by Royal Mail 1st Class post.
  - Payment can be made by card or by enclosing a Postal Order made out to 'CitizenCard'. **Please DO NOT enclose cash or cheques.**
  - We recommend you send your application via **recorded delivery**.
  - **Please Note: Payment is made for our Application Processing and Validation Service.** If you complete the Application process successfully we will issue you with a CitizenCard, subject to conditions of use, which remains at all times Our legal property. If an application fails, payments will not be refunded.
  - If the applicant is under 16, a parent/guardian must consent to the application and fill out the Consent area at the bottom of the form overleaf.
  - If you have not been issued with a CitizenCard previously or your last card was issued before Oct 2009, you will be contacted and may be asked to make a small further payment to continue with your application.
  - If your application is successful and you are issued a card, you will have access to **SimpleSavings**, our online discount platform, where you can save money on everyday essentials with your favourite big brands.
- Visit [citizencard.com/discounts](https://citizencard.com/discounts) to find out more.

For more information/help please visit [citizencard.com](https://citizencard.com)

Photo Guidelines: for full photo guidelines visit [citizencard.com/photo-guidance](https://citizencard.com/photo-guidance)



Post your completed application by recorded delivery to:  
**CitizenCard Ltd.**

**7 Prescott Place  
LONDON  
SW4 6BS**

The CitizenCard Scheme is operated by CitizenCard Ltd  
a non profit company limited by guarantee in England &  
Wales N° 366-99-49 Registered Address:  
7 Prescott Place London SW4 6BS



# CITIZENCARD

## REPLACEMENT APPLICATION FORM



Get access to great deals & discounts on big brands with: **Simple Savings**