

Claiming your Swift Travel Card



Steps

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.



welcome



manage your account

- Update your personal details
- Top-up your card
- Buy a new product
- Add cards to your account
- Buy a new card
- Keep up to date with the latest news

active cards

Card Number	Card Type	Last Product
You currently have no active cards		

account options

Redeem code

[Add Swift card to my account](#)
[Buy on a new card](#)

[Update Photo](#)
[Personal Details](#)
[Payment Details](#)

[Change Password](#)
[Give us your feedback](#)

To activate your credit or product you must collect your online top-ups by:

- Using the TfWM app - search 'TfWM app' in your app store
- Visiting an on-street [Swift Collector or Kiosk](#)

Your credit or product will not work on your card until you do this.

You can also buy and top-up cards at our

Leave

How to use

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.

We will be sending a pre travel survey

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.

FAQ's

- **Can you apply if you live outside the West Midlands area?**

Yes you are able to apply if you live outside the West Midlands area, however the ticket is only valid within the [nBus region](#).

- **Where can I use my bus ticket?**

You can use your ticket within the [nBus region](#).

- **Where and how can I collect my product onto my card?**

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

1. Use your phone:

- Download the [TfWM App](#) from your app store
- 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](#).

1. Visit a [Swift kiosk](#)

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

- **What buses can I use and what times can I use the ticket?**

With the offer that you receive you are able to travel on any bus with the nBus region at any time of the day. Which is all day, 7 days a week.

- **Can I buy other products?**

Yes you are able to other products through the [ticket finder](#), however this is separate to the ticket you will have redeemed through the incentive scheme. Once the offer has finished you are able to buy any ticket combination on your Swift card through the [ticket finder](#).

- **Where do I go if I have an issue?**

You are able to fill out the "[Contact Us](#)" form. Choose the option "Swift, tickets and passes" and then "West Midlands Bus Scheme". This will then direct the query to the correct place/

- **What phone version do I need to use the TfWM App**

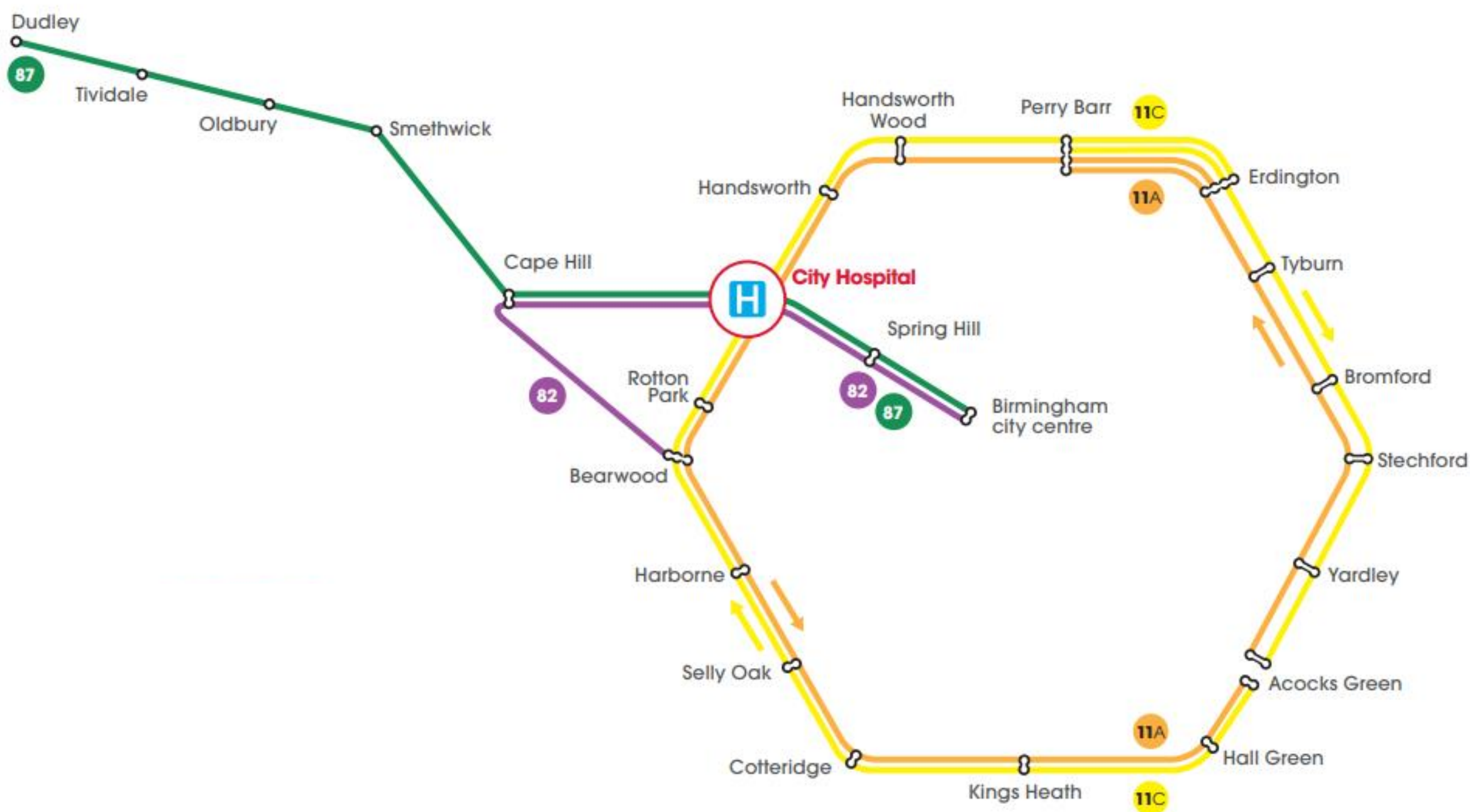
Android – V5.0 and above

iOS – V12.0 and above

- **Where can I find the terms and conditions for the offer?**

You will be able to see the terms and conditions for the offer when you redeem a voucher code. Alternatively they are found [here](#).

City Hospital



How often our buses run to City Hospital

- 11A** up to every 9 mins
- 11C** up to every 9 mins
- 82** up to every 10 mins
- 87** up to every 10 mins

Rowley Regis

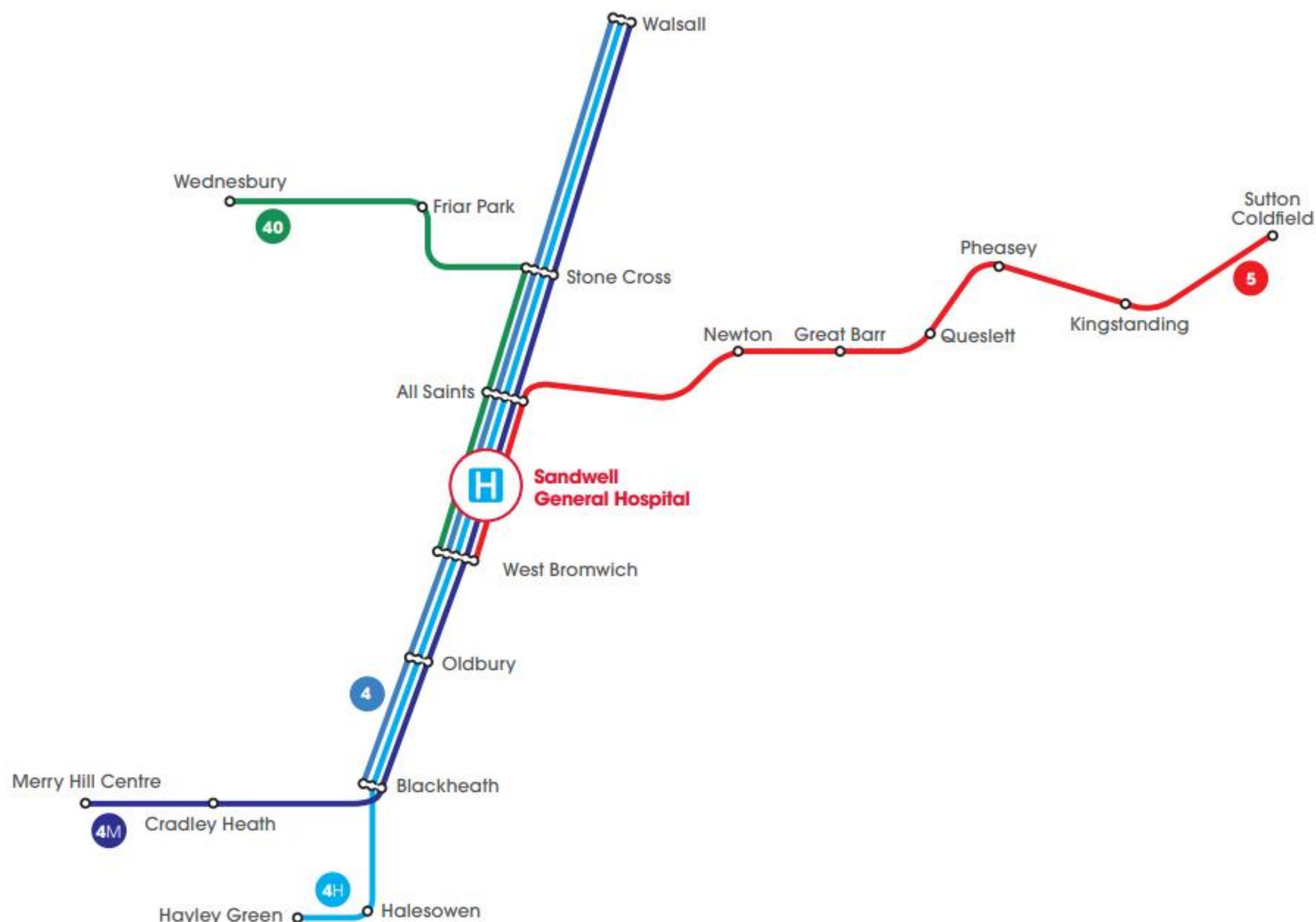


How often our buses run to Rowley Regis Hospital

- 3** up to **every 30 mins**
- 4M** up to **every 20 mins**
- 24** up to **every 60 mins**

Services **4M** & **24** serve the Hospital site directly.
Service **3** serves Rowley Regis Cemetery, a short walk away from the Hospital site.

Sandwell General Hospital



How often our buses run to Sandwell General Hospital

4 Services 4/4H/4M are jointly operated by NXWM and Diamond. Services run up to every 5 mins between Walsall and West Bromwich, up to every 6-8 mins between West Bromwich and Blackheath and up to every 20 mins between Blackheath and Hayley Green (4H) and Blackheath and Merry Hill (4M)

5 up to **every 10 mins**

40 up to **every 24 mins**
(combines with Diamond service 40 to offer a **12 min** frequency - NX tickets valid)

Midland Metropolitan



Services and connections will improve when the Hospital opens and updated information will be provided.

Service Information

Route	Nearest Stop	Walk time	Serving	Frequency
11A	Summerfield Park (Stop CG) on Dudley Road	15 mins	Buses to: Bearwood, Harborne, Selly Oak, Cotteridge, Kings Heath & Acocks Green Buses from: Erdington, Perry Barr & Handsworth	Up to every 9 mins
11C	City Road Medical Centre Stop on City Road	13 mins	Buses to: Handsworth, Perry Barr & Erdington Buses from: Acocks Green, Kings Heath, Cotteridge, Selly Oak, Harborne & Bearwood	Up to every 9 mins
54			Buses to & from: West Bromwich, Smethwick, Warley, Brandhall & Worlds End	Up to every 60 mins
54A	St Matthew's School Stops on Windmill Lane	9 mins	Buses to & from: West Bromwich, Smethwick, Londonderry, Warley, Brandhall & Worlds End	Up to every 60 mins
80			Buses to & from: West Bromwich, Rood End, Smethwick, Five Ways & Birmingham	Up to every 10 mins
82	Grove Lane Stops on Cape Hill	6 mins	Buses to & from: Birmingham, Spring Hill & Bearwood	Up to every 10 mins
87			Buses to & from: Birmingham, Spring Hill, Smethwick, Oldbury & Dudley	Up to every 10 mins
89	Florence Road stops on Shireland Road	15 mins	Buses to & from: West Bromwich, Smethwick, Londonderry & Bearwood	Up to every 30 mins

Exclusive Offer

for NHS staff

**10%
OFF
TRAVEL**
for NHS staff



Health benefits

Taking the bus improves your physical and mental health!



Walking to the bus stop is about 1,050 of your daily 5,000 steps.

Environmental benefits



Save 300kg of CO₂ by travelling on bus

Financial benefits

Travelling by bus is financially the best option



For less than £2.00 per day, unlimited travel across the West Midlands



Purchase your discounted ticket

nxbusportal2.co.uk/nhs



mTicket

On your phone install the NX Bus mTicket app from your app store.



West Midlands
Combined Authority

national express **West Midlands**



Transport for
West Midlands

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