



How to obtain your Oyster Card statement online

There are two ways to obtain your Oyster Card statement via the Transport for London website:

- 1.) View onscreen
- 2.) By email

In order to use the first option “view onscreen”, you must have used the website to purchase online top-ups for your Oyster Card. However, you can arrange for your statement to be emailed to you without the need to top-up online.

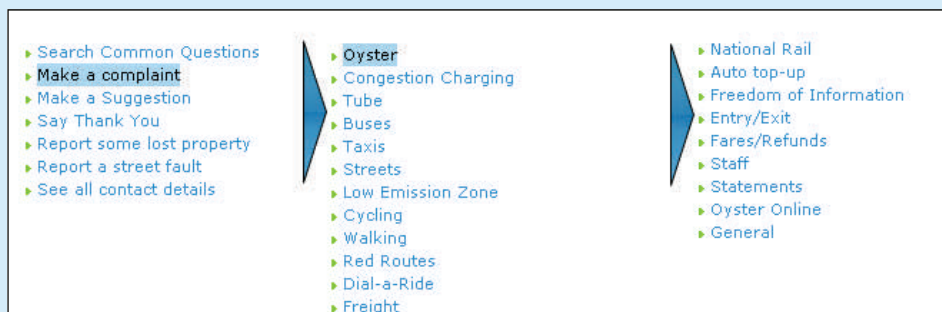
1.) View onscreen

In order to view your statement onscreen, simply login to your Oyster Card account and follow the appropriate links (<https://oyster.tfl.gov.uk/oyster/entry.do>).

2.) By email

To obtain your statement by email, go to www.tfl.gov.uk and click on the link “Help & Contact” in the top right-hand corner of the screen.

Now follow these links in order: “Make a complaint”, “Oyster” and “Statements” and then follow the onscreen prompts (you will need to know your Oyster Card number).



Your statement will be emailed to you within 3-5 working days.