

Request a Replacement Card

Overview

The Request a replacement card page allows you to request replacement Veterans' health card(s) (gold, white and orange) and, where applicable, Commonwealth Seniors Health and Pension concession cards.

A replacement card may be issued where your existing card has been lost, stolen, damaged or worn out.

The Request a replacement card screen.

My details menu.

Request a replacement card

To request a replacement card, complete the form below:
You must select at least one card type to be replaced, one replacement reason and select an address where the card is to be sent. If the maximum number of replacement requests has been reached for a card, please contact the Veterans' Access Network (VAN) on 133 254 (local) 1800 555 254 (regional) or email generalenquiries@dva.gov.au to request an additional card.

What card/s do you need replaced?*

- ☒ DVA Gold Card **Replacement requested 11/05/2012 15:32**
Card was Damaged or Worn Out
- ☐ Pensioner Concession Card (PCC)
Select a card replacement reason

Cards selection.

Submit request Cancel



Only cards which you currently hold will be displayed as available to request a replacement card.

Your new card(s) will be sent to your postal address, as displayed in MyAccount, within 10 business days. For urgent requests, please call the Veterans' Access Network (VAN) on 1800 555 254.

Request a replacement card

To request a replacement card:

1. In the Cards selection section, select the check box next to the card type you wish to request a replacement for.
2. For the card selected, click on the **Select a card replacement reason** drop down box and select the reason you are requesting a replacement card.
3. Repeat Step **1** to **2** for each card you wish to request a replacement for.
4. Click on the **Submit request** button.

The Request a replacement cards screen updates.

My details
Manage your information

- Personal information
- Contact details
- Accepted medical conditions
- Card information
- Request a replacement card**
- Payments
- Claims and benefit requests
- Request additional benefits
- Manage online account

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What card/s do you need replaced?*

- ☒ DVA Gold Card **Replacement requested 11/05/2012 15:32**
Card was Damaged or Worn Out
- ☒ Pensioner Concession Card (PCC) **Replacement requested 21/05/2012 15:14**
Card was Lost

[Submit request](#) [Cancel](#)

At the top of the screen, a green success message indicates your request was successfully submitted. Next to each card you requested, a message indicates the date the request was made.

Other functions

 My details Manage your information	To view another section and information from My details, click on a link in the My details menu to the left of the page.
 Help	To get additional help with the Request a replacement card screen, click on the Help button at to the top right of the page.
 Logout	When you are finished using MyAccount, to log out and finish using the service in a secure way, click on the Logout button.