



Ein cyf/Our ref WQ97929

Rhys ab Owen, MS

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7 January 2026

Dear Rhys

**Response to WQ97929 – Will the Cabinet Secretary clarify why Transport for Wales does not accept bank statements as proof of address for travel passes?**

I would like to take the opportunity to apologise for the delay in responding to the above Written Question tabled on the 15<sup>th</sup> December 2025.

I can confirm that bank statements are not accepted as proof of residence for the purposes of issuing of new or replacement Welsh Concessionary Travel passes. The reason for this rule is that bank statements can be requested to be sent to addresses which are not primary residences and therefore cannot be relied on as a definitive and robust proof that the location listed on the bank statement is in fact the address of the primary residence for the pass applicant.

I am pleased to confirm however that we do accept a wide range of other documents including current driving licence, current utility bill, valid passport, Council tax bill or evidence of exemption, benefit or pension document, electoral or school roll confirmation, registration with a GP, along with evidence of rent payments.

In addition to the above and when applicable the following are also accepted as proof of residence: -

- Home office document confirming residency.
- Evidence of being a dependent of a person resident in the council's area; and
- Evidence that you're in the care of your local council or an approved agency and you're a resident in the council's area.

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Rydym yn croesawu derbyn gohebiaeth yn Gymraeg. Byddwn yn ateb gohebiaeth a dderbynnir yn Gymraeg yn Gymraeg ac ni fydd gohebu yn Gymraeg yn arwain at oedi.

We welcome receiving correspondence in Welsh. Any correspondence received in Welsh will be answered in Welsh and corresponding in Welsh will not lead to a delay in responding.

Transport for Wales offer a bilingual telephone helpline service for anyone who wishes to discuss pass applications and renewals and the number for this service is 0300 03034240.

I hope this information is helpful.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Ken Skates', followed by a large, stylized circular flourish.

**Ken Skates AS/MS**

Ysgrifennydd y Cabinet dros Drafnidiaeth a Gogledd Cymru  
Cabinet Secretary for Transport and North Wales