

Change customer type to Disabled on Basiskort

You can easily change your assigned customer type in Self-Service.

Your customer type is automatically set based on your date of birth. Therefore, you must change it yourself to the customer type Disabled.

Follow the steps in this guide – and if you are in doubt, you can always contact Rejsekort Customer Service on 70 11 33 33 for assistance.

You will need your MitID app or code display and your CPR number.

If you do not have MitID, you can select 'Apply without MitID' in a later step of the application.



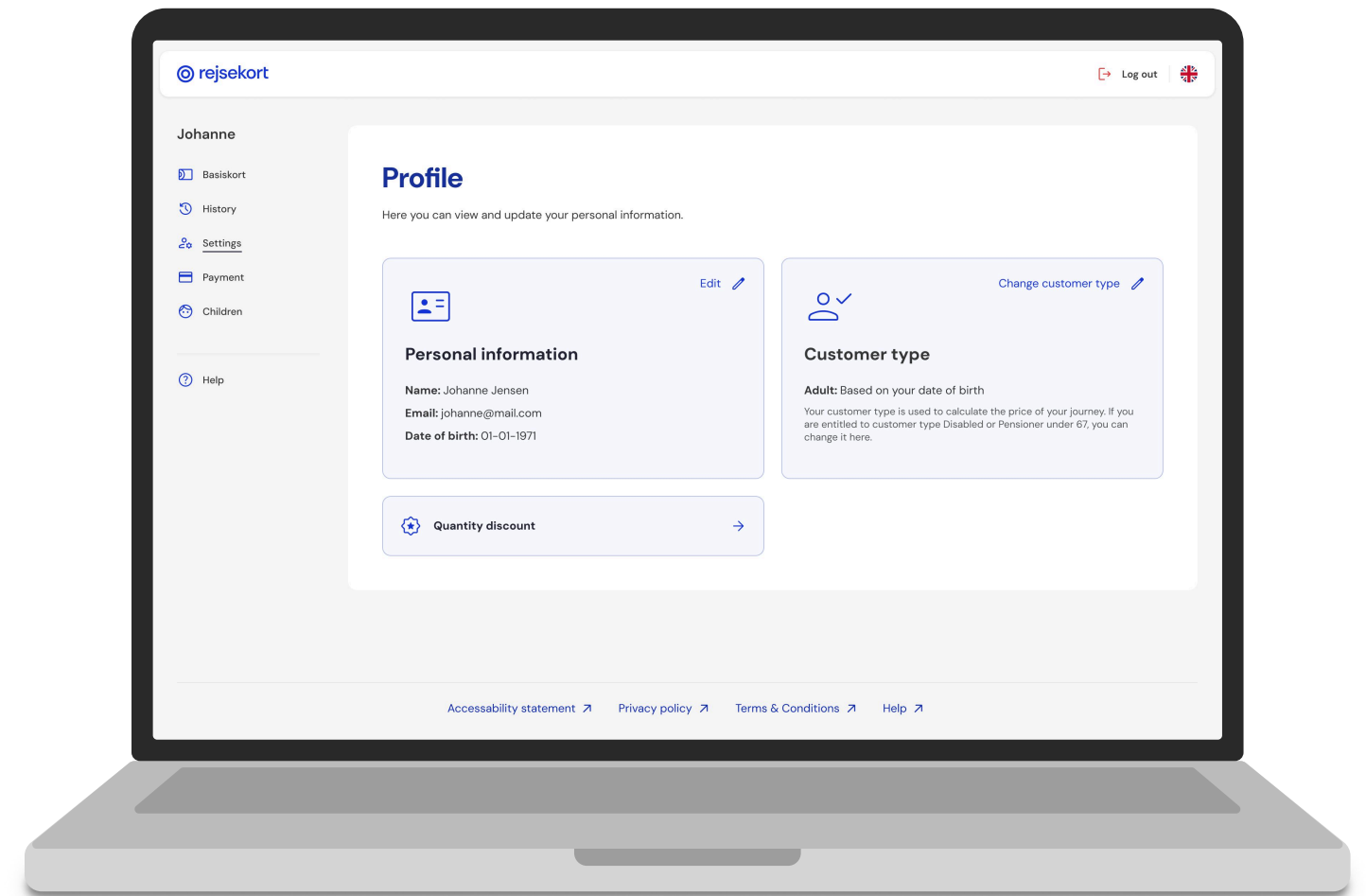
Log in to Self-Service

You must first log in to Self-Service.

On the left side, select the menu item 'Profile'.

Here you can see your assigned customer type (based on your date of birth) in the box on the right.

Click 'Change customer type' in the top right corner.



Need help?

You can always find answers to your questions at rejsekort.dk/Basis/Hjaelp_basiskort.

You can also call Rejsekort Customer Service on: 70 11 33 33.

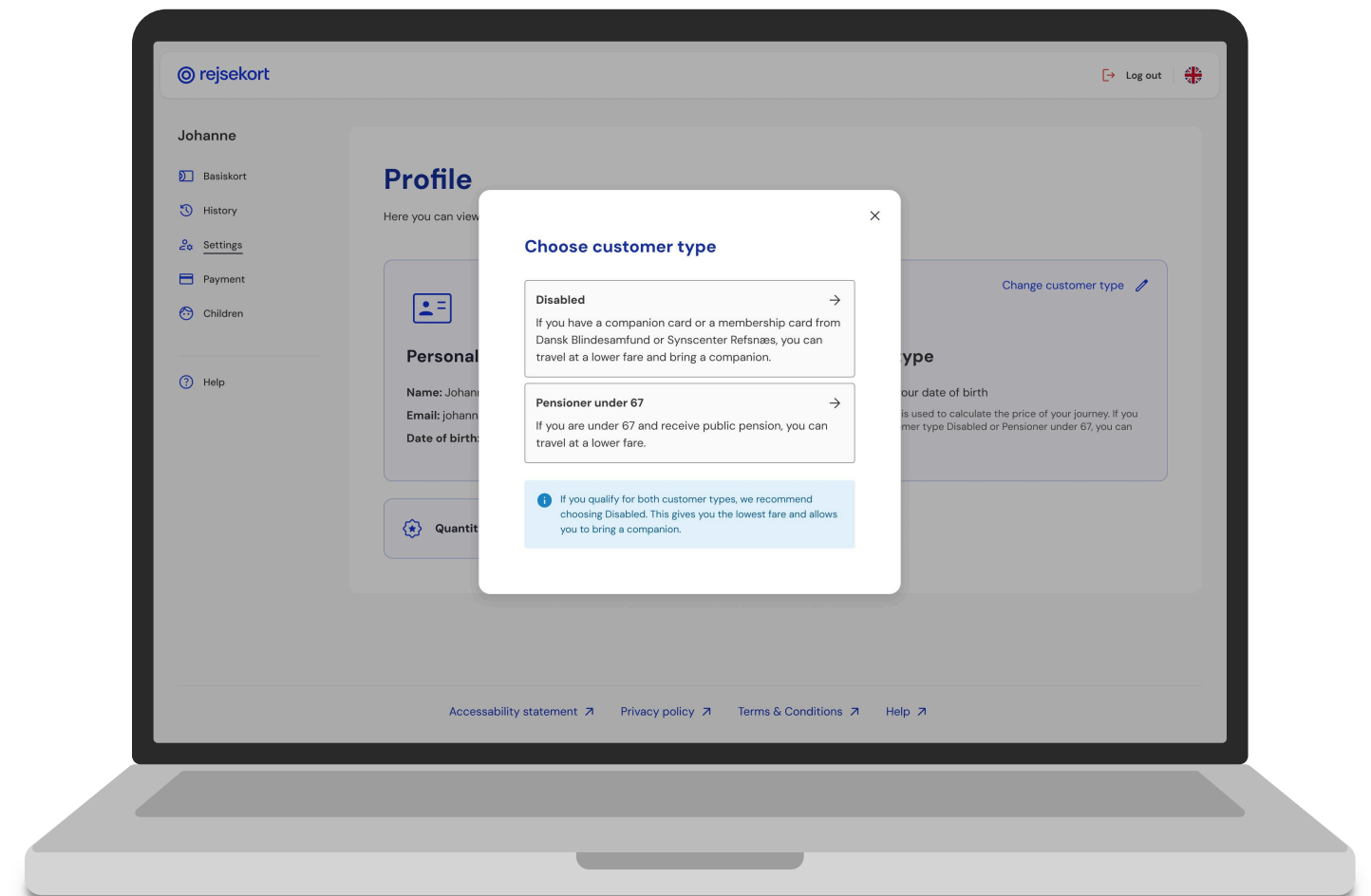
Opening hours are weekdays from 8:00 am to 6:00 pm and Saturdays from 10:00 am to 3:00 pm.

Customer type Disabled

You need to click on the top part of the box: Disabled.

If you are eligible for both customer type Disabled and Pensioner under 67, we recommend that you choose Disabled.

This gives the lowest travel price, and you can bring a companion at a child fare (you must check in the companion as an accompanying child yourself, just as you normally do with Rejsekort).



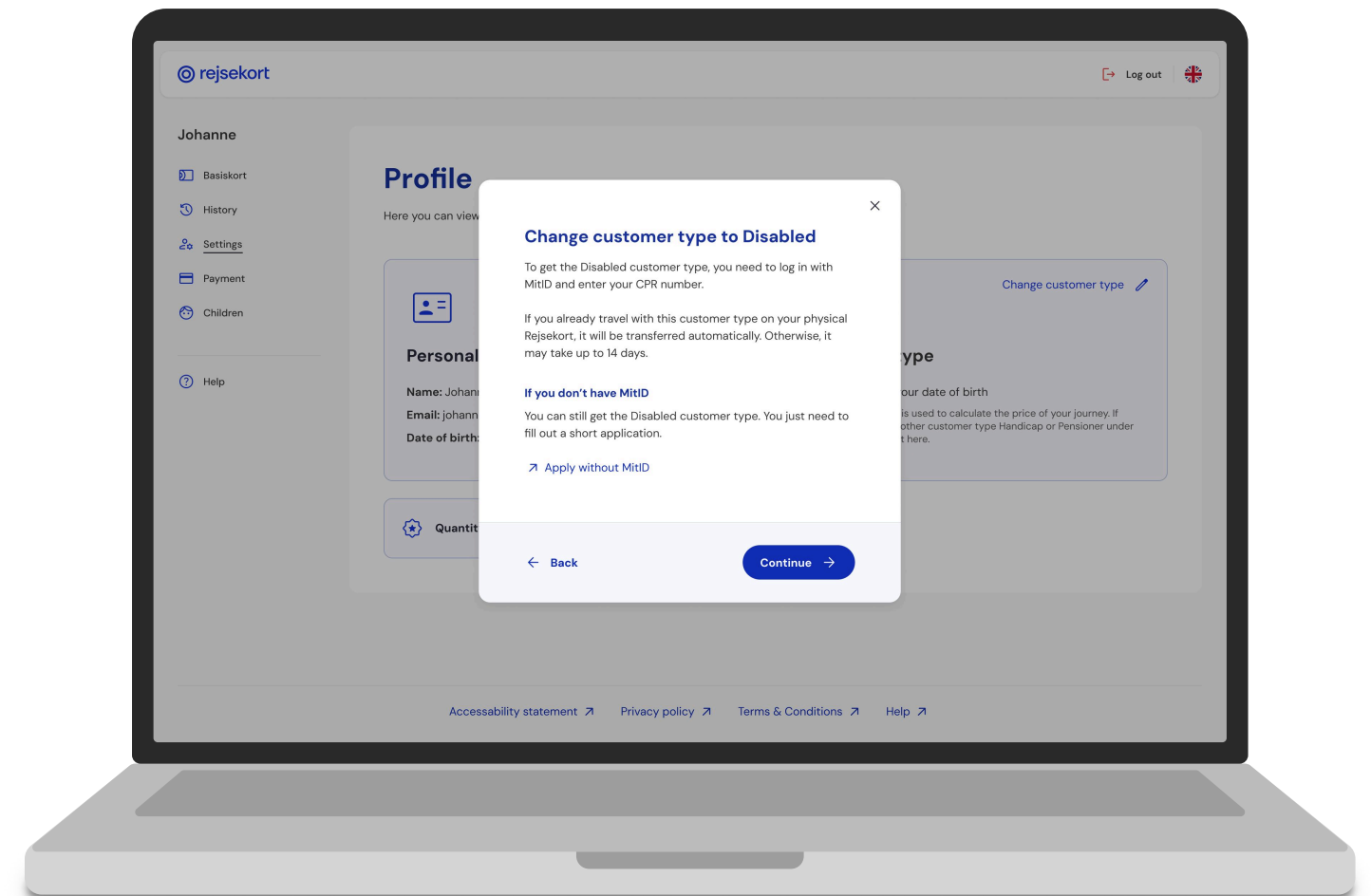
MitID and CPR number

To get the customer type Disabled, you must log in with your MitID and enter your CPR number.

The approval process can take up to 14 weekdays.

Please note that if you already have the customer type Disabled on your physical Rejsekort, it will be transferred immediately.

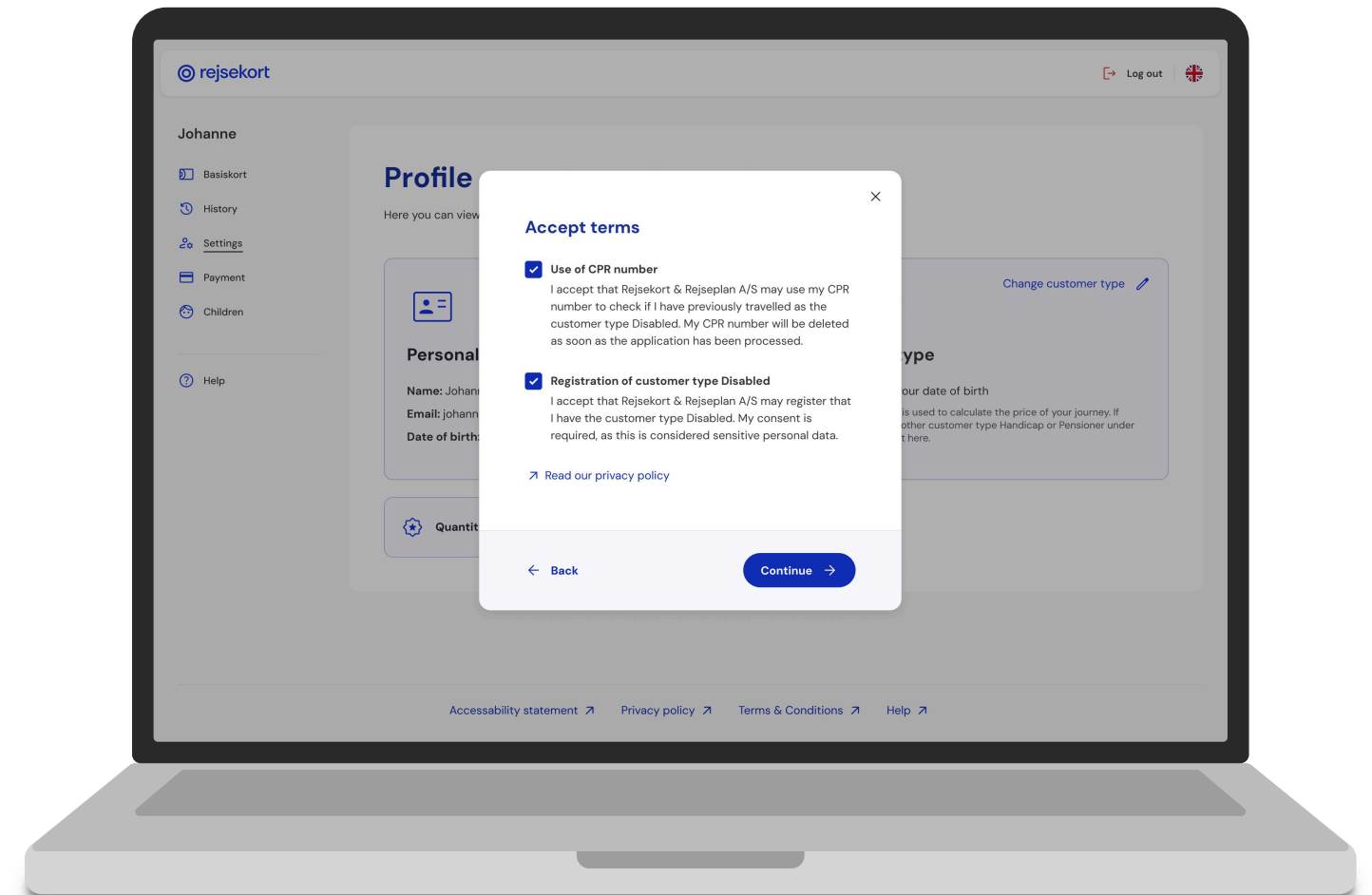
If you do not have MitID, you can choose to fill out a short application. Click 'Apply without MitID'.



Consent

You must give consent to continue. Rejsekort & Rejseplan A/S needs this to approve your application. As soon as the application has been processed, your CPR number will be deleted.

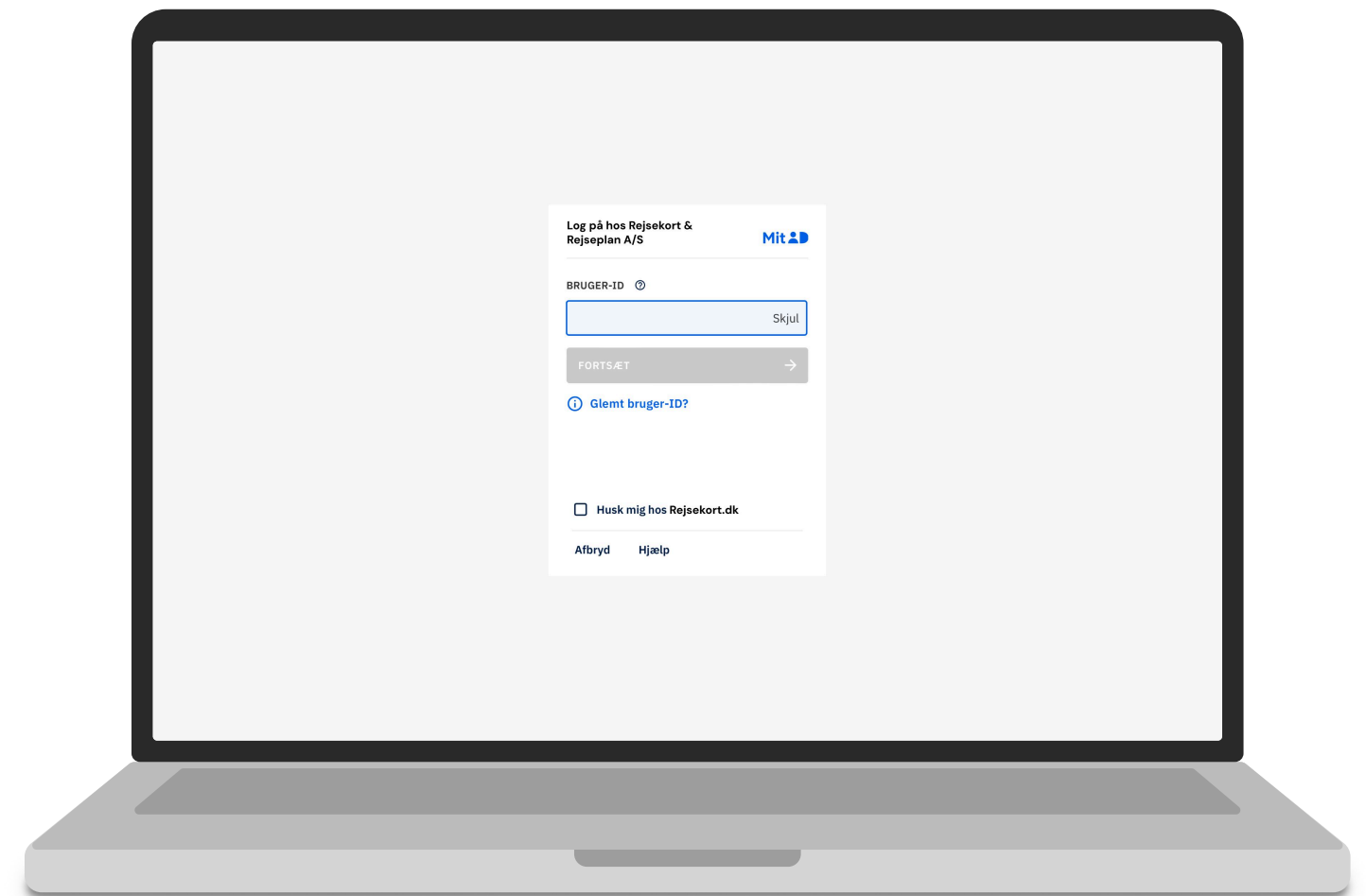
You must also give consent to the registration of the customer type Disabled on your profile, as this is sensitive personal information.



MitID

You must complete the MitID process as you know it.

You will automatically return to Self-Service once the process is completed.



Your new customer type

Within 14 weekdays, your application will be processed.

After that, you will be able to see that your customer type is Disabled when you log in to Self-Service.

You have only changed your customer type once you can see it displayed in your profile in Self-Service.

