

# Campuscard - Lost? Broken?

## Campuscard lost, broken or stolen

If your Campuscard has been stolen, is lost or broken please request a new one immediately.

Possible fees for a new card can be seen in the table in the right column.

Please send your request exclusively via E-Mail to [campuscard@charite.de](mailto:campuscard@charite.de). The average processing time is three business days.

In some cases, as can be seen in the table to the right, the creation of a QR-Code for the new Campuscard is only possible after submittal of the old card.

The QR-Code for the new Campuscard will be provided on HIS.

## Payment function for the mensa

To block the payment function of a lost or stolen Campuscard please contact the Studierendenwerk.

## Required documents

- ▶ **“Antrag Ersatzkarte”** - the request form is provided on Campusnet
- ▶ **“Eidesstattliche Erklärung”** – in case of loss an affidavit is required to request a new Campuscard. A form is provided on Campusnet.
- ▶ **Copy of police report** – if your Campuscard has been stolen, a criminal complaint has to be filed. A copy of the police report must be provided in the request.
- ▶ **Copy of bank transfer**- if a payment is required for the new card (table to the right) a copy or screenshot of the transfer has to be provided in the request.

Please note that only complete requests will be processed

## Creation of a new card

To create a new Campuscard the QR-Code has to be presented to the scanner of the machine from approx. 25cm distance, in either printed form or digital on your smartphone. The creation takes about one minute.

After scanning the QR-Code you can choose between a card with or without a picture. If you choose to take a picture please stand approx. one meter away from the machine.

If you choose to a card without a picture you must hold an ID card with you.

Once you have created your card do not forget to have the semester ticket printed on the back of your new Campuscard.

Please note that your old Campuscard will be invalid immediately after creation of a new QR-Code and can therefore not be updated anymore.

Your Referat für Studienangelegenheiten

### Antrag Ersatzkarte

→ [Onlineantrag](#) und weitere [Informationen](#)

If you want to fill the blanks of the form in the web browser you might need Adobe Reader as an Add-Onn/Plug-in. Alternatively please use your right mouse button on the link and save it to your local drive.

### Fees

Reason	Cost	Proof
Loss	10,23 Euro	„Eidesstattliche Erklärung“
Theft	10,23 Euro	Copy of the police report
New picture	10,23 Euro	Submittal of old Campuscard
New name	10,23 Euro	Submittal of old Campuscard
Defect due to improper handling (bent, scratched etc.)	10,23 Euro	Submittal of old Campuscard
Technical defect without visible external damage	None	Submittal of old Campuscard

### Bank account

Should a payment be needed please transfer the amount to account listed below. Please provide your student number and „Campuscard Ersatzkarte“ in the payment details.

IBAN	DE06 1007 0848 0512 2213 02
BIC / SWIFT Code	DEUTDE33HAN30
Verwendungszweck zwingend erforderlich	Your student number - „Campuscard Ersatzkarte“

### Submittal Campuscard

#### Studierendensekretariat

Referat für Studienangelegenheiten  
Frau E. Zikou-Iwai / Herr C. Taskiran  
Campus Mitte, Hannoversche Str. 19 (Luisen-Carree)  
3. OG, Raum 3.076  
E-Mail: [campuscard@charite.de](mailto:campuscard@charite.de)

#### Opening hours

Tuesday, Thursday, Friday	09.30 am-12.30 Uhr 13.30-16.00 Uhr
Tuesday	13.30-16.00 Uhr
Wednesday	ganztagig für Publikumsverkehr geschlossen

#### Opening hours in the Referat für Studienangelegenheiten

Monday, Tuesday, Thursday	08.30-15.00 Uhr
Friday	08.30-12.30 Uhr
Wednesday	closed all day

#### Opening times in the Lernzentrum (only update!)

In the hallway of Virchowweg 3 and 5 (CCM)

During smesters:	Mo - Fr 9-22 Uhr and Sa 10-16 Uhr
During holidays:	Mo - Fr 9-20 Uhr

#### Trouble with the machine

Is your card stuck in the machine durching updating, is the machine not taking a picture or any other problems regarding the machines please contact:

**Zentrale Servicebüro:** Room 3.080 or  
**Studierendensekretariat:** Room 3.076 or

Send an E-Mail to: [campuscard@charite.de](mailto:campuscard@charite.de)