Loss of the KUGcard –
Information about receiving a replacement card

In case of loss or theft of your KUGcard first of all you have to get a loss report or a theft report from one of the following Service Centers of Stadt Graz:

- Servicestelle Andritzer Reichsstraße 38
- Servicestelle Bahnhofgürtel 85/I. OG (Annenpassage)
- Servicestelle Conrad-von-Hötzendorf-Straße 104 (Ostbahnhof)
- Servicestelle Kärntner Straße 411
- Servicestelle St. Peter Hauptstraße 85
- Servicestelle Stiftingtalstraße 3 (ground floor)

Opening hours:
Monday from 7:00 a.m. to 6:00 p.m.
from Tuesday to Friday from 7:00 a.m. to 1:00 p.m.

- ServiceCenter Schmiedgasse 26 (ground floor)

Monday and Wednesday from 7:30 a.m. to 6:00 p.m.
Tuesday, Thursday and Friday from 7:30 a.m. to 1:00 p.m.

Requirements for receiving a replacement card from the Registrar's Office:

1. Transmission of a confirmation of the loss report or theft report to studienabteilung@kug.ac.at

2. Transfer a **handling fee of € 15** to the following account:
   Bank Austria Member of UniCredit
   University of Arts Graz
   IBAN: AT47 1200 0516 5600 5101
   BIC: BKAUATWW
   Reason for payment: Loss of KUGcard, family name, mat.nr.: xxxxxxxx

3. Transmission of the confirmation of payment to studienabteilung@kug.ac.at and application for a new KUGcard

Defect of the KUGcard –
Information about receiving a replacement card

In case of a defect of your KUGcard please contact the **ZID - Central Information Technology Services** (Elisabethstrasse 11, 8010 Graz) first of all to get a confirmation. Afterwards you will receive a new KUGcard for free at the Registrar's Office. (Opening hours ZID: d*uring study time*: Monday to Friday: 08:00 a.m. - 3:00 p.m. / *during holiday time* : Monday to Friday: 08:00 a.m. - 1:00 p.m.).

Application for receiving a replacement card

Surname: _____

First name: _____

Matriculation Number: _____

Reason of the request:

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1) Enclosures:
   - **Report of loss or theft**
   - **Confirmation of payment**