



**We're sorry  
you had a  
MetroCard  
problem.**

**We want to  
resolve the  
issue.**



- Fair Fares Customers:  
Call 311 directly.
- EasyPay customers  
(full or reduced fare)  
call 1-877-323-7433.
- If your Reduced Fare MetroCard  
is lost or stolen go to [www.new.mta.info/farehelp](http://www.new.mta.info/farehelp) or call 511.  
Damaged cards must be mailed  
to us; use this claim form.
- If your 30-Day Unlimited or 7-Day  
Express Bus Plus MetroCard  
purchased at a vending machine  
with a credit or debit card is  
lost or stolen, you have balance  
protection; Call 511 or  
718-330-1234.

All other customers

- Many claims can be filed online  
at: [new.mta.info/farehelp](http://new.mta.info/farehelp)
- Or, you may print and complete  
this form, and mail it to:  

**MetroCard Customer  
Claims Center**  
130 Livingston St  
Brooklyn, NY 11201-9625
- You can also get this form and  
a postage-paid envelope at any  
station booth.

## **How to file a MetroCard claim**

You can complete this form, but know that many claims can be filed online. Visit [new.mta.info/farehelp](http://new.mta.info/farehelp).

If you file a claim by mail, please remember to enclose your original MetroCard Vending Machine receipt or Select Bus Service MetroCard Fare Collector paper ticket along with your MetroCard. Reduced Fare MetroCard customers are not required to mail their card unless the card is damaged. Please keep copies for yourself.

### **Unlimited Ride MetroCard Customers**

To receive credit for time remaining on your card, please complete this form and mail it to us.

**Your envelope must be postmarked no later than one day after the problem occurs. Cards that are damaged should be returned.**

### **MetroCard Vending Machine Customers**

Charges for most credit and debit transactions are reversed within ten (10) business days. If corrections are not made to your incorrectly charged account by then, please file a claim. If a machine failed to add value to your card, you will need to mail us your MetroCard. Reduced Fare MetroCard customers are not required to mail their card unless the card is damaged.

### **For your records**

Please make a copy of your completed claim form and any enclosures.

### **We're here to help**

Call 511 (In New York State Only) or 718-330-1234 between 10 AM and 6 PM daily to speak to us.

The cardholder assumes the risk of loss until the MetroCard, MetroCard Vending Machine Receipt or Select Bus Service (SBS) Receipt is received by the MetroCard Customer Claims Center.

Mail all correspondence to: 130 Livingston Street, Brooklyn, NY 11201-9625.

Section 1 must be completed.  
Please use ink and print clearly.

**1. Legal Name:**  Mr.  Mrs.  Ms.

First

Last

Street Address

Apt

City

State Zip Code

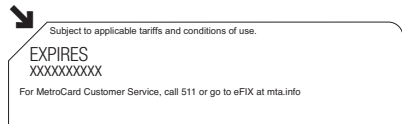
Country

-  -   
Day Phone

-  -   
Evening Phone

10-digit MetroCard serial number

(first set of numbers in upper left-hand corner on back of card under the word EXPIRES)



Please continue by providing answers in the applicable section(s). Please use this space for any additional details.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

- Go to section 5 for a MetroCard Vending Machine claim.
- Go to section 6 for a Select Bus Service machine claim.
- Otherwise, complete sections 2, 3 and 4.

**2. MetroCard Enclosed** (check all that apply)

- Pay-Per-Ride (Regular)  Single Ride Ticket  
 Unlimited Ride  Reduced Fare  
 7-Day  30-Day  
 7-Day Express Bus Plus

Balance remaining \$  .

Date last used:  /  /   
m m d d y y

Time last used:  :   am  pm

**3. Where MetroCard was Purchased** (check one)

- Station (name) \_\_\_\_\_  
Booth number   
(upper left corner of booth)  
 Neighborhood store \_\_\_\_\_  
Store Address \_\_\_\_\_  
 MetroCard Vending Machine (MVM)  
 Receipt enclosed  Did not get one  
 MetroCard Bus  MetroCard Van  
 Other \_\_\_\_\_

Date purchased:  /  /   
m m d d y y

Time Purchased:  :   am  pm

**4. Description of the Problem** (check one)

- "See Agent/Invalid Card" turnstile or farebox message  
 Damaged MetroCard  
 MetroCard purchase/refill problem  
 Card Expired  
 Free transfer problem  
 Extra fare(s) deducted  
 Lost or stolen

Incident date:  /  /   
m m d d y y

Incident time:  :   am  pm

**5. MetroCard Vending Machine Only**

Specify machine number

- EBT  Debit  Amex  Discover  MC  VISA

Provide only first six and last four digits on your debit or credit card:

X X X X X X   
← first six last four →

**Reference # on Receipt:**

Incident date:  /  /   
m m d d y y

Incident time:  :   am  pm

**If cash was used:**

Coins inserted:  \$.05  \$.10  \$.25  \$1.00

Bills inserted:  \$1  \$5  \$10  \$20  \$50

Total amount of claim \$  .

Please remember to include your original machine receipt.

**6. Select Bus Service Only**

Where did problem occur?

Select Bus Service Route/Bus Stop/Cross Street:

\_\_\_\_\_

MetroCard Fare Collector

Specify Machine ID#:

Incident Date:  /  /   
m m d d y y

Incident Time:  :   am  pm

Payment Type: (check one)

MetroCard  Single Ride Ticket

Reduced Fare MetroCard

Description of the Problem: (Check One)

Card was Captured/Not Returned

Extra Fare Charged  Transfer Problem

Other \_\_\_\_\_

Please remember to include your original machine receipt.