



## We want to resolve the problem...

Please complete this questionnaire immediately and mail it to us along with your MetroCard or MetroCard Vending Machine or Select Bus Service receipt. Please use ink and print clearly.

### Important Note for Unlimited Ride Customers:

In order to receive credit for time remaining on your card, your envelope must be postmarked no later than one day (five days for 1-Day Fun Pass) after the problem occurs. Cards that are damaged should be mailed in. Lost or stolen 7-Day Express Bus Plus, 14-Day, or 30-day cards purchased with credit or debit should be reported immediately by calling **212-638-7622**.

Legal Name:  Mr.  Mrs.  Ms.

First

Last

Street Address

Apt

City

State

Zip Code

Country

Day Phone

Evening Phone

### 10-digit MetroCard serial number

(on upper left-hand corner on back of card)

**Select Bus Service Customers ONLY:**  
After completing this section (1), go directly to the back panel. Skip sections 2,3,4 and 5.

### Type of MetroCard Enclosed (check one)

- Pay-Per-Ride (Regular)  Single Ride Ticket

### Unlimited Ride (Select one)

- 1-Day Fun Pass  14-Day  
 7-Day  30 Day  
 7-Day Express Plus  Reduced Fare

Balance remaining \$   .

Date last used:   /   /

Time last used:   :    am  pm

### Where Purchased (check one)

- Station (name) \_\_\_\_\_  
Booth number
- Neighborhood store \_\_\_\_\_
- MetroCard Vending Machine (MVM)
- receipt enclosed  did not get one
- MetroCard Bus  MetroCard Van
- Other \_\_\_\_\_

Date purchased:   /   /

### Keep this receipt for your records.

**NOTE:** 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:

10-digit MetroCard serial number

**MetroCard Vending Machine and Select Bus Service receipts: Please remember to send us your original receipt and keep a copy for yourself.**

Date mailed   /   /

### Description of the Problem (check one)

- "See Agent/Invalid Card" turnstile or farebox message
- Damaged MetroCard
- MetroCard purchase/refill problem
- Free transfer problem
- Extra fares deducted
- Other \_\_\_\_\_

Incident date:   /   /

Incident time:   :    am  pm

### If MetroCard Vending Machine (MVM) Transaction:

Specify MVM number

- cash  debit  Amex  Discover  MC  VISA

Include last 4 digits on debit or credit card

### If cash was used:

Coins inserted. Specify quantity of each type of coin inserted:

Dollar Coin(s) \_\_\_\_\_ Quarter(s) \_\_\_\_\_

Dimes(s) \_\_\_\_\_ Nickel(s) \_\_\_\_\_

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

Total amount of claim \$   .

### Important Note for MetroCard Vending Machine (MVM) Customers:

If the MetroCard Vending Machine (MVM) failed to add value to your card, you will need to mail in the MetroCard used during the transaction. Reduced Fare MetroCard customers are **not** required to mail their card unless the card is damaged.

**Please ensure that Incident date, time (A.M. or P.M.), MVM# and Amount of Claim is provided.**