

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 after the problem occurs. Cards that are damaged should be mailed in. Lost or stolen 7-Day Express Bus Plus or 30-day cards purchased with credit or debit should be reported immediately by calling **718-330-1234** or **511**.

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 at upper left-hand corner on back of card under the word expires)

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)

7-Day 30 Day
 7-Day Express Plus Reduced Fare

Balance remaining \$.

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

Time last used: : am pm

Where 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

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 fares deducted

Incident date: / /
m m d d y y

Incident time: : am pm

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.

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

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

Date mailed / /
m m d d y y