Please use this space to provide details about your problem and transaction amount.

_________________________________________
_________________________________________
_________________________________________
_________________________________________
_________________________________________
_________________________________________
_________________________________________
_________________________________________

We will contact you by mail or phone should additional information be required.

Mail all correspondence to:

MetroCard Customer Claims
130 Livingston Street
Brooklyn, NY 11201-9625

Customer Service:
1-718-330-1234
or
511 (In NY State Only)

We're sorry you had a MetroCard problem.

New! MetroCard eFIX

File a claim online at mta.info for:

- Lost or Stolen Reduced Fare MetroCard
- Select Bus Service MetroCard Fare Collector
- MetroCard not returned from bus farebox
- Transfer problem
- Overcharged
- Certain MetroCard Vending Machine issues

(see our website for complete details)

Or complete this claim form so we can process your request.

Note: Do not use this form if your 30-Day Unlimited or 7-Day Express Bus Plus card is lost or stolen and was purchased with a Credit or Debit card. Call us immediately at Customer Service 1-718-330-1234 or 511 (In NYS Only).
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: [mm/dd/yyyy]

Time last used: [hh:mm] 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: [mm/dd/yyyy]

Time Purchased: [hh:mm] 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: [mm/dd/yyyy]

Incident time: [hh:mm] am pm

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 [mm/dd/yyyy]