Please use this space to provide details about you problem and transaction amount.
We will contact you by mail or phone should

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)

SELECT BUS SERVICE

This section for Select Bus Service Customers Only

Note: You must include your original receipt with this questionnaire and retain a copy for your records.

Where did problem occur?:

Bus Route/Bus Stop/Cross Street:

Please indicate type of machine used:

MetroCard Fare Collector

Machine ID#:

Coin Fare Collector

Machine ID#:

Incident Date: $\prod_{m} \prod_{m} / \prod_{d} \prod_{d} / \prod_{v} \prod_{v}$

Incident Time: 🔲 🗀 : 🔲 🗀 am 🗅 pr

Payment Type: (check one)

- MetroCard
- ☐ Single Ride Ticket
- ☐ Reduced Fare MetroCard

Description of the Problem: (Check One)

- ☐ No Receipt Issued ☐ Card was Captured/Not Returned
- ☐ Extra Fare Charged ☐ Other (Specify Below)
- ☐ Transfer Problem

Note: When using a Metro-North UniTicket, Return Trip Ticket, Block Ticket or General Order Transfer, you do not need to get a receipt prior to boarding. Your ticket is your receipt. You must retain your receipt or ticket at all times when boarding and disembarking the bus and show it upon request.

We're sorry you had a MetroCard problem.



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: \square Mr. \square Mrs. \square Ms.
First
Last
Street Address
Apt 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	MetroCard Vending Machine (MVM)
Unlimited Ride (Select one)	Transaction:
☐ 7-Day ☐ 30 Day ☐ 7-Day Express Plus ☐ Reduced Fare	Specify MVM number
\$_\	□ cash □ debit □ Amex □ Discover □ MC □ VISA
Balance remaining \$	Include last 4 digits on debit or credit card 🔲 🔲 🗌
Date last used: $\bigsqcup_{m=m} / \bigsqcup_{d=d} / \bigsqcup_{v=v}$	If cash was used:
Time last used:	Coins inserted. Specify quantity of each type of coin inserted:
Where Purchased (check one)	Dollar Coin(s) Quarter(s)
☐ Station (name)	Dimes(s) Nickel(s) Bills inserted: □ \$1 □ \$5 □ \$10 □ \$20 □ \$50
Booth number	Total amount of claim \$ \begin{align*} align
Neighborhood store Store Address	Important Note for MetroCard Vending Machine (MVM) Customers:
 □ MetroCard Vending Machine (MVM) □ receipt enclosed □ MetroCard Bus □ MetroCard Van □ Other 	If the MetroCard Vendng 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.
Date purchased:	Please ensure that incident date, time (A.M. or P.M.), MVM# and Amount of Claim is provided.
Time Purchased:	- 🌉
	Keep this receipt for your records.
Description of the Problem (check one) "See Agent/Invalid Card" turnstile or farebox message Damaged MetroCard	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:
MetroCard purchase/refill problemCard Expired	
☐ Free transfer problem	10-digit MetroCard serial number
☐ Extra fares deducted	Please remember to send us your original
Incident date:	MetroCard Vending Machine or Select Bus Service receipt, and keep a copy for yourself.
Incident time: : am pm	Date mailed/