AUTOMATIC REASSIGNMENT OF SMARTBENEFITS FOR LOST/DAMAGED SMARTRIP CARDS

EXHIBIT 3: REGISTERED CARD NAME

Update Card Registration Information

Please check the data below and if necessary make changes. Your card will be updated with this data. Any required fields that are currently blank will prompt you to continue.

* Required Field

Card Serial Number: 0167130335125284
Card Nickname: Test Lost Card

First Name:* First Test
Middle Initial: 
Last Name:* Last Test

Registered Card Name

EXHIBIT 4: REPORT LOST OR DAMAGED CARD

Card Summary

Card Information
Card Nickname: Test Lost Card
Card Number: 0167130335125284
Current Card Status: Active

History
Order History
Product Delivery History
Use History
MyTripTime Dashboard

Card Management
Report Lost or Damaged Card
Update Card Information
Delete Card From Account

SmartBenefits
Upcoming Benefits

Stored Value: $0.00
Add Value

Value available for public transit and parking. Stored Value may not reflect recent transactions.

Passes
Add Pass

You currently have no loaded passes.
AUTOMATIC REASSIGNMENT OF SMARTBENEFITS
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EXHIBIT 5: PARTICIPANT INSTRUCTIONS FOR LOST/DAMAGED CARD

Report Lost or Damaged Card

Cards reported lost or damaged will no longer be available for use.
For a description of the card replacement process, [click here].

Card Information

Card Nickname: Test Lost Card
Card Serial Number: 0167130335125284
Rider Class: Full Fare

Report Options

*Required

Card Type: [Select Card Type]
Reason: [Select Reason]

IMPORTANT

Passes: The value of a used pass is pro-rated. The pro-rated value is added to your card’s stored value unless the pass was purchased using SmartBenefits®.

SmartBenefits® Participants:

• Both your stored value and any remaining SmartBenefits® will be transferred to your replacement card. There is no need to contact the organization that provided your benefits unless your card had an unused pass. See Passes below.
• Your replacement card will inherit the same SmartBenefits® benefit status as your lost/damaged card.
• Allocations: If you allocate benefits to third-parties to purchase MARC, VRE, or MTA Commuter Bus passes, or use a vanpool or MetroAccess, then we’ll send you an email with important instructions on how to maintain your allocation.
• Passes: Unused transit pass benefits will be automatically transferred to your replacement card’s SmarTrip® Online account. However, if you are due a refund for a lost pass purchased with transit pass benefits, then you must ask your SmartBenefits® administrator to manually reassign the refund to your replacement card. The refund is typically available one-to-two days after you deactivate your card.