

## NEW SELF-SERVICE FEATURES FOR EMPLOYEES

### Transfer SmartBenefits from Lost/Damaged Cards

Now you can transfer your stored value and your SmartBenefits from a lost/damaged card to a replacement card on your own. \*

- Have your replacement card ready or order a new card as you report your old card as lost or damaged.
- Your replacement card must:
  - Be registered to your SmarTrip card account with the same first and last name as your lost/damaged card (check “Update Card Information”)
  - Not have been previously enrolled in SmartBenefits
- From your SmarTrip® Card Summary page, click “Report Lost or Damaged Card” and follow the prompts

The screenshot shows the 'Card Summary' page. The title 'Card Summary' is circled in yellow. In the top right corner, there is a 'LOG OUT' link. The page is divided into three main sections: 'Card Information', 'History', and 'Card Management'. Under 'Card Information', it shows 'Card Nickname: Jim', 'Card Number: 0167', and 'Current Card Status: Active'. Below this is a 'Stored Value: \$10.00' with an 'ADD VALUE' button and a note: 'Value available for public transit and parking. Stored Value may not reflect recent transactions.' Under 'History', there are links for 'Order History', 'Product Delivery History', 'Use History', and 'MyTripTime Dashboard'. Under 'Card Management', there are links for 'Report Lost or Damaged Card', 'Update Card Information', and 'Delete Card From Account'. A yellow line connects the 'Report Lost or Damaged Card' link to the third bullet point in the instructions above. Another yellow line connects the 'Update Card Information' link to the second bullet point's sub-item. At the bottom of the 'Card Management' section, there is a 'SmartBenefits' section with a 'Manage SmartBenefits' link, a yellow circle with the number '1', and the text 'See Reverse'.

\* If you purchased a pass for your SmarTrip card using the SmartBenefits transit pass benefit, then the refund for the unused portion of that pass must still be reassigned by your employer.