

Please complete this questionnaire immediately and mail it to us along with your MetroCard or MetroCard Vending Machine receipt.

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 (five days for 1-Day Fun Pass) after the problem occurs.

Legal Name: Mr. Mrs. Ms.

First

Last

Street Address

Apt

City

State Zip Code

Country

Day Phone

Evening Phone

10-digit MetroCard serial number
(on upper left-hand corner on back of card)

Keep this receipt for your records.

NOTE: The card holder assumes the risk of loss until the MetroCard or MetroCard Vending Machine receipt is received by the MetroCard Customer Service Center.

10-digit MetroCard serial number

Date mailed:
m m d d y y

Please check one

Type of MetroCard Enclosed

- Pay-Per-Ride (Regular) Single Ride Ticket
- Unlimited Ride Express Bus Plus
- 1-Day Fun Pass Reduced-Fare

Balance remaining \$
m m d d y y

Last used
m m d d y y

and time used
: AM PM

Where Purchased

Station (name) _____

Booth number

Neighborhood store _____

MetroCard Vending Machine (MVM)

Include MVM number

receipt enclosed did not get one

MetroCard Bus MetroCard Van

Other _____

Date purchased
m m d d y y

Description of the Problem

"See Agent/Invalid Card" turnstile or farebox message

Damaged MetroCard

MetroCard Vending Machine problem

cash debit

Amex Discover MC VISA

last 4 digits on card

MetroCard purchase/refill problem

Free transfer problem

Extra fares deducted

Other _____

Please provide additional details on reverse side.