

## Contact us

- Find a Customer Service Center in a subway station near you: [mta.info/csc](http://mta.info/csc) or call **511**
- Visit the Customer Service Center at 3 Stone St in Lower Manhattan, Monday-Friday, 9 a.m. to 5 p.m.
- Call the OMNY Call Center at **877-789-6669**
- Meet our Mobile Sales team in your neighborhood: [mta.info/mobilesales](http://mta.info/mobilesales)

## Learn more

[mta.info/omny](http://mta.info/omny)



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## What to know about your Reduced-Fare OMNY Card



## Here's everything you need to know about tapping your Reduced-Fare OMNY Card for your subway and bus rides.

### How to load it

Load your Reduced-Fare OMNY Card in multiple places with cash, credit, or debit, just like MetroCard.

- OMNY vending machines in subway stations: **omny.info/omny-card**
- Stores near you including CVS and Walgreens: **omny.info/retail**
- Online with a free OMNY account: **omny.info**

### How to get a free OMNY account

Visit **omny.info** to register.

Link your OMNY Card to your account as a travel card to check and reload balance, set up automatic reloads, track your travel, and more.

You don't need an OMNY account to tap.

### How to transfer your MetroCard balance

Visit an MTA Customer Service Center or a Mobile Sales van.

### If you lose it

Visit a Customer Service Center or a Mobile Sales van for a replacement card. Your new card will keep any remaining balance as of the time you report it lost.

To freeze a lost or stolen card immediately, call the OMNY Call Center with the card number, or visit **omny.info** if your card is linked to an OMNY account.

### How to use it

Tap your Reduced-Fare OMNY Card on MTA subways and buses, Staten Island Railway, Roosevelt Island Tram, and Hudson Rail Link.

If you pay for 12 trips with your Reduced-Fare OMNY Card in seven days, any other trips in that seven-day period are free.

You can only pay for your own rides with a Reduced-Fare OMNY Card.

If your card is not accepted when you tap, check your balance.

If the screen says "Ride Limit Exceeded," you recently tapped at the same station and need to wait 15 minutes between taps.

