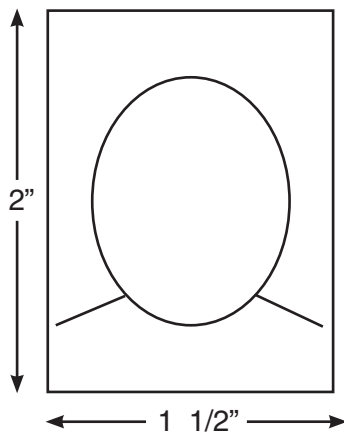


Application for MTA Reduced-Fare Program for Senior Citizens (65 years or older)



ALL INFORMATION WILL BE KEPT STRICTLY CONFIDENTIAL



Recent photo must fit in the space provided

General Information – If you receive Medicare Benefits based on a Disability, use the application for People with Disabilities.

For telephone assistance in completing this application and for answers to questions about it, call 511 or 718-330-1234. If you are unable to complete the form yourself, it can be completed by anyone you choose to assist you or you can visit our NYCT Customer Service Centers located in select subway stations, in lower Manhattan, or Mobile Sales fleet to apply in person. Visit mta.info for more information. You must bring valid documentation with your photo and date of birth indicating that you are 65 years or older. A photo will be taken.

All information provided by you will be used solely for the purpose of determining your eligibility for reduced-fare transportation.

Incomplete applications or applications submitted without photo ID, copy of proof of age and the signed affirmation will be returned to you.

If you are mailing this application, you must submit a recent photograph. Please write your name on the back of the photograph. The photograph must be at least two inches high and one-and-a-half inches wide (2" x 1½") with a solid background showing a full front view of your face. Please see diagram at left.

Customer Information

Application must be completed in English. Type or print in ink and sign where indicated.

Last Name:

First Name: M.I.

Mailing Address: Apt. No.

City: State: Zip:

Is this a mobile phone? YES NO

Phone 1:

Date of Birth:
M M D D Y Y Y Y

Phone 2:

Email:

Please attach proof of age documentation; A photocopy of one of the following is required (check box):

- Birth Certificate + Photo ID
- Medicare Card + Photo ID
- Valid driver's license (or legal equivalent) from any state
- Valid State Photo ID
- Valid passport from any country
- IDNYC

Photo ID: Driver's License, Passport, Valid State ID or IDNYC.

Applications submitted without copy of proof of age documentation will be returned to you.

Affirmation

I am a senior citizen 65 years or older. I affirm under penalty of perjury that all statements made on this application, which the Metropolitan Transportation Authority relies on to determine my eligibility status, are true and complete. I have read and understand all the information contained in this application. I understand that all statements made in this application may be subject to investigation and verification and that a material misstatement or fraud will disqualify me for reduced-fare privileges.

I understand that the MTA may discontinue or change its reduced-fare program without notice. If the MTA should find that I have not followed the Reduced-Fare Program Conditions of Use, I understand that my Reduced-Fare Program benefit will be cancelled and I will not be eligible to reapply for the reduced-fare program.

I understand that it is a crime to allow anyone else but me to use the MTA Reduced-Fare Program benefit.

By signing this application I (1) acknowledge that I have read the enclosed Conditions of Use for the MTA Reduced-Fare Program and (2) accept and agree to be bound by such conditions of use.

Applicant's Signature X _____ Date _____

or Personal Representative _____ Date _____
(print name)

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Mail completed application to:
MTA Reduced-Fare Program
130 Livingston Street
Brooklyn, New York 11201-9625

MTA Reduced-Fare Program Terms and Conditions of Use

Updated February 3, 2025

These terms and conditions of use (the “Conditions of Use”) apply to the Metropolitan Transportation Authority’s (“MTA”) Reduced-Fare Program participants who use a Reduced-Fare OMNY payment method to access the Eligible Transit Systems set forth herein (collectively, “you” and “your”). The Reduced-Fare Program is available to people 65 years of age and older and people with qualifying disabilities (the “Reduced-Fare Program”), and is managed by MTA New York City Transit Authority (“NYCT”). These Conditions of Use only apply to those Reduced-Fare Program participants who use a Reduced-Fare OMNY payment method described below. For Reduced-Fare Program participants who use a Reduced-Fare MetroCard (“RFM”), please refer to mta.info/fares/reduced-fare/terms-conditions for RFM conditions of use.

BY USING A REDUCED-FARE OMNY PAYMENT METHOD, YOU AGREE TO BE BOUND BY THESE REDUCED-FARE PROGRAM TERMS AND CONDITIONS OF USE.

1. Reduced-Fare Program OMNY payment methods

Reduced-Fare Program participants may pay their Reduced-Fare Program fare with either: (i) a Reduced-Fare OMNY Card (“RFO Card”), or (ii) a personal contactless payment method (such as credit/debit card, mobile wallet on a smartphone or wearable device) to which their Reduced-Fare Program benefit is linked (each, an “RFO”), not both.

Example: If you link your Reduced-Fare benefit to a debit card in the mobile wallet of your smartphone, the physical RFO Card will not be usable with OMNY. In this scenario, you will only be able to use your smartphone to tap in the Eligible Transit Systems for a half-fare payment.

The Reduced-Fare benefit can only be associated with a single, personal credit/debit card or smart device. Any other versions of the same underlying credit/debit card account used as an RFO will be blocked by the OMNY system.

Example: If you link your Reduced-Fare benefit to a debit card in the mobile wallet of your smartphone, the physical version of that debit card will not be usable with OMNY. In this scenario, you will only be able to use your smartphone to tap in the Eligible Transit Systems for a half-fare payment.

2. Reduced-Fare Program Eligibility

Eligibility for and use of an RFO are subject to all tariff provisions, rules and regulations of the MTA and its affiliates and subsidiaries, including the NYCT, and the Eligible Transit Systems set forth herein.

3. Sharing RFO is Strictly Prohibited

An RFO may only be used by the Reduced-Fare Program participant to whom it was issued. Use of an RFO or by any person other than the Participant will result in suspension of the RFO and any remaining balance, and may result in civil and/or criminal penalties and termination of Reduced-Fare Program membership.

4. Eligible Transit Systems

Your RFO is accepted on the following transportation systems (the “Eligible Transit Systems”): (a) to pay the Reduced-Fare Program half fares on NYCT subways, NYCT and MTA Bus local buses, NYCT and MTA Bus express buses during non-peak hours (full fare applies during peak hours), Roosevelt Island Tram, Hudson Rail Link, and the Staten Island Railway; and (b) to pay the AirTrain JFK full fare at AirTrain JFK.

If you use Nassau Inter-County Express (NICE) or Westchester Bee-Line bus services, you can request an RFM from the MTA until OMNY is available on these services.

5. Issues Using RFOs

a. Reduced-Fare OMNY Card: If your RFO Card is not working, you should first confirm that the card is in an active state with sufficient fare to travel by: (a) tapping the card at an OMNY vending machine, (b) linking the card to a registered online OMNY Account, or (c) calling OMNY Customer Service for support at 877-789-6669.

If your RFO Card is active with sufficient fare but is still not working, you may request a replacement in person at an NYCT Customer Service Center or at an MTA mobile sales vehicle. Visit mta.info/csc for locations and hours for NYCT Customer Service Centers, or visit mta.info/fares/mobile-sales for MTA mobile sales vehicle schedules.

b. Personal Contactless Payment Method: If your Reduced-Fare Program benefit is linked to a personal contactless payment method and you believe this payment method is not working, you should first confirm that both the Reduced-Fare benefit and the personal contactless payment method are in an active state by: (a) linking the personal credit/debit card to a registered online OMNY Account, or (b) calling OMNY Customer Service for support at 877-789-6669.

MTA Reduced-Fare Program Terms and Conditions of Use

If you need to link your Reduced-Fare benefit to a different personal contactless payment method than what is currently linked, you may visit an NYCT Customer Service Center or an MTA mobile sales vehicle, or call OMNY Customer Service for support.

6. Lost or Stolen RFOs

a. Reduced-Fare OMNY Card: If your RFO Card is either lost or stolen, you must visit an NYCT Customer Service Center or an MTA mobile sales vehicle to receive a replacement RFO Card. The balance on your lost or stolen RFO Card as of the moment you receive a replacement will be transferred to the replacement RFO Card.

If a lost or stolen RFO Card is linked to a registered OMNY Account, you can suspend the lost or stolen RFO Card immediately so it cannot be used before a replacement RFO Card is issued to you by the MTA. To suspend any OMNY payment method, including an RFO Card, sign in to your OMNY Account and select “Suspend” from the “Manage” menu of the linked card, or call OMNY Customer Service to suspend the card.

If a lost or stolen RFO Card is not linked to your OMNY Account, you can suspend the lost or stolen RFO Card immediately by calling OMNY Customer Service at 877-789-6669. The full RFO Card number will be needed to suspend the lost or stolen RFO Card over the phone.

b. Personal Contactless Payment Method:

i. **Credit/Debit Card:** If your debit card or credit card that was being used as your RFO is lost or stolen, you can suspend the lost or stolen card from the OMNY system through your OMNY Account or, if the card is linked to your OMNY Account, by calling OMNY Customer Service.

When you receive a new debit or credit card that you want to use as your RFO, you can register the new debit or credit card by visiting an NYCT Customer Service Center or an MTA mobile sales vehicle.

ii. **Smartphone or Wearable Device:** If the smartphone or wearable device that you used as your RFO is lost or stolen, you can have it suspended from the OMNY system through your OMNY Account or, if the card is linked to your OMNY Account, by calling OMNY Customer Service.

When you obtain a new device that you want to use as your new RFO, if you are going to use the same underlying debit card or credit card that had been linked to the lost or stolen RFO, you will need to add that card to the mobile wallet of your new device.

Then you can activate the new device as your RFO by tapping the device at an OMNY validator within the Eligible Transit Systems.

7. Change of Address

Notices and replacement cards will be sent to you at the address you provided to the MTA. You may update your address by calling 511 or 718-330-1234.

8. RFO Card Expiration Date

RFO Cards expire on the date printed on the back of the card. As long as you actively use your card, NYCT automatically sends you a new RFO Card before the expiration date.

9. Restrictions on Refunds

There are no refunds of money remaining on RFO Cards. Money remaining on an expired card may only be transferred to a new card within two years after the expiration date. There are no transfers of balances from full fare to reduced fare. No redemptions or exchanges will be given for an RFO Card that has been altered or tampered with, or whose value cannot be verified.

10. OMNY Online Terms

By using an RFO with OMNY, you are subject to the OMNY Terms of Use and the OMNY Privacy Policy, which can be found at <https://omny.info/terms-of-service> and <https://omny.info/privacy-policy>, respectively.

11. Reduced-Fare Program Additional Assistance

For more information about RFOs, call 511 or 718-330-1234 from 6 a.m. to 10 p.m. EST. If you are deaf or hard of hearing, use the free 711 relay service or your preferred relay service provider to contact us. If applicable, have your RFO at hand so you can read the serial number and expiration date to the customer service agent who assists you. For additional information or assistance, you can also visit any NYCT Customer Service Center or an MTA mobile sales vehicle.