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Press Release

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[MTA Headquarters](#)

IMMEDIATE

Metrocard Balance Protection Begins Oct. 1st

Unused Balances On Lost 30-Day Cards Refundable

Beginning Wednesday, October 1st, MetroCard users who purchase their 30-day discount cards using a debit or credit card at MetroCard Vending Machines or MetroCard Express Machines will be protected from loss or theft by the balance protection program.

MTA Chairman Peter S. Kalikow said, "Today's announcement is a result of the MTA Board's desire to provide customers with insurance on their \$70 30-day MetroCard should it be lost or stolen."

MetroCard Balance Protection provides riders with a refund, on a pro-rated basis of \$2.33 per day, for the unused value on their monthly pass from the day they first report the loss. Unused balances will be credited to the cardholder's account. Customers don't need to register in advance since their credit or debit card purchase automatically registers their monthly pass for Balance Protection. Customers can file balance protection claims 24 hours a day by calling the 212-METROCARD customer service telephone line.

"Losing a 30-day MetroCard causes financial hardship and inconvenience for our customers," said MTA New York City Transit President Lawrence G. Reuter. "Balance Protection will solve that problem, which is why the board insisted that reporting a lost or stolen card be as easy as possible through our MetroCard Customer Service line."

Claims will be limited to two (2) per calendar year. No fee will be assessed for the first valid balance protection claim filed. A \$5 administrative fee will be deducted from the refund amount when processing a second customer claim.

For more information on the Balance Protection Program, customers can consult Balance Protection notices posted in stations, pick up a take-one or log on to www.mta.info/metrocard/insurance.htm.