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Press Release

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[NYC Transit](#)

IMMEDIATE

### eFIX Brings MetroCard Claims Online

#### *Quick and Easy Way to Correct MetroCard Problems*

"Wow, this is easy." Those are probably words you never thought you'd hear while filing a MetroCard claim, but now customers experiencing MetroCard problems can easily access assistance quickly via the internet using MetroCard eFIX – a new processing system that eliminates the hassles and delays associated with filing the claims by mail or phone.

Bus and subway riders make millions of MetroCard transactions each day and the occasional problem will occur. Now, there is an easier way to get the problem corrected. MetroCard eFIX allows customers to use the internet when addressing many MetroCard issues, including: lost or stolen reduced-fare MetroCards, transfer problems, an overcharge, problems with a Select Bus Service fare collector, a MetroCard not returned by a bus farebox, and certain MetroCard Vending Machine incidents.

"The introduction of eFIX is yet another example of how the MTA is working to make things more convenient for our customers. From countdown clocks, to BusTime, to a website filled with real information that our customers can use, we are constantly working to be responsive to the needs of our customers." said NYC Transit President Thomas F. Prendergast.

"MetroCard eFIX is part of our commitment to provide better customer service via our website through self-service applications," said Paul J. Fleuranges, Sr. Director of Corporate and Internal Communications. "Customers can now file a MetroCard claim, a Lost & Found claim, and request a Delay Verification all on line on their time instead of having to send in a letter or make a phone call."/

Each day, MetroCard Claims receives approximately 1,400 claims. These numbers increase during special promotions, seasonal travel, fare adjustments and system-wide issues that impact MetroCard usage.

Customers can now benefit from the ability to submit claims immediately and around the clock which contributes to a faster response time. eFIX claims are verified while being entered, which results in increased accuracy. Additionally, when customers contact a representative at our Travel Information/Customer Service Center, they can submit an eFIX request over the telephone. Claims status is now available online. But that's not all; in the near future look for further eFix enhancements.

The eFIX program was developed in house by programmers in NYC Transit's Internet Technologies Group, who also developed a new database for customer claims information. The web pages were designed by the Marketing & Service Information Division.