

Get help with the Reduced-Fare Program

Visit mta.info/reduced-fare for all the information you need to start tapping with OMNY.

For support:

- 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**, Monday-Friday, 8 a.m. to 8 p.m. or Saturday-Sunday, 8 a.m. to 5 p.m.
- Meet our Mobile Sales team in your neighborhood: mta.info/mobilesales
- Visit a Customer Service Center in select subway stations any time, 24/7: mta.info/csc

How to replace a lost OMNY card

If your Reduced-Fare OMNY card is lost or stolen, you must visit a customer service location to report it and get a replacement. The balance as of the time of replacement will be transferred to your new card.

You can suspend a lost or stolen card immediately if it is linked to an OMNY account by logging in to omny.info. If your card is not linked to an OMNY account, you can suspend it by calling the OMNY Call Center and providing the card number.



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mta.info/reduced-fare

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How to use your Reduced-Fare OMNY Card



OMNY



Tap for your reduced-fare rides

Your new Reduced-Fare OMNY card lets you tap for half-price fares on MTA buses, subways, Staten Island Railway, Roosevelt Island Tram, and Hudson Rail Link.

Tap at the turnstile or on the bus.

Tap your Reduced-Fare OMNY card on the screen.



When it turns green and says “GO” you’re ready to ride.

OMNY transactions are safe and secure. The MTA does not share customer data.

Your Reduced-Fare OMNY card is only yours to use.



Your Reduced-Fare OMNY card is easy to load with cash, credit, or debit:

- Use an OMNY vending machine at a subway station near you: [omny.info/omny-card](https://www.omny.info/omny-card)
- Add value or set up automatic refills with a free online account at [omny.info](https://www.omny.info)
- Find a store that reloads OMNY cards near you: [omny.info/retail](https://www.omny.info/retail)
- Meet our Mobile Sales team near you: [mta.info/mobilesales](https://www.mta.info/mobilesales)
- Call the OMNY Call Center at **877-789-6669**

To check your balance, tap your card at an OMNY vending machine or sign in to your OMNY account at [omny.info](https://www.omny.info).



Experience the benefits of OMNY

- Pay 12 fares in seven days and the rest of your rides for those seven days are free
- Skip the vending machine and load your card online with a free OMNY account
- Get the same free transfers you did with MetroCard



Set up a free OMNY account

- Visit [omny.info](https://www.omny.info) to create a free, secure account and link your card
- Check your balance
- Track your progress toward earning free rides
- Set up automatic refills so you never have to worry about a low balance
- Freeze your OMNY card balance if your card is ever lost or stolen
- Access more account functions