



# 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, or Valid State ID

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

## Affirmation

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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

**These terms and conditions and additional information apply to the Metropolitan Transportation Authority's Reduced-Fare program for people 65 years of age and older and people with qualifying disabilities (the "Reduced-Fare Program"). The Reduced-Fare Program is managed by MTA New York City Transit.**

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### Reduced-Fare Program payment methods

Reduced-Fare program participants may pay their Reduced-Fare Program fare with either a Reduced-Fare OMNY Card or a personal contactless payment method (credit/debit card or mobile wallet on a smartphone or wearable device) to which their Reduced-Fare Program benefit is linked.

Customers still in possession of a validly issued Reduced-Fare MetroCard ("RFM") at the time they obtain a Reduced-Fare OMNY payment method ("RFO," whether an OMNY Card or personal card or device) may spend down the remaining balance on the RFM before it expires. A RFM expires on the date printed on the back of the card.

If there is still a balance remaining when the RFM expires, you may return the expired RFM to MetroCard Customer Claims using the process for returning damaged cards as described below and request a refund of the remaining balance. We will review refund requests on a case-by-case basis. A refund must be requested within two years of the RFM expiration date; otherwise, the remaining value will be forfeited.

### Rules regarding use of RFO or RFM

An RFO or RFM may only be used by the person to whom it was issued or registered. Use of an RFO or an RFM by any other person will result in suspension of the RFO or RFM and any remaining balance, and may result in civil and/or criminal penalties.

Eligibility for and use of an RFO or an RFM are subject to all tariff provisions, rules and regulations of the MTA and its affiliates and subsidiaries, including the New York City Transit Authority, and of any other transit system on which an RFO or RFM is accepted.

### Transit systems now accepting RFO and/or RFM

A customer may use their RFO or their RFM to pay Reduced-Fare Program fares (half fare) on MTA New York City Transit subways, MTA New York City Transit and MTA Bus local buses, MTA New York City Transit

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. An RFO is accepted at AirTrain JFK at the full fare.

An RFM, but not an RFO, may be used to pay the applicable reduced fares on Nassau Inter-County Express Bus (NICE) and Westchester Bee-Line local buses and express bus.

### Trouble using RFOs

Reduced-Fare OMNY Cards are unlikely to be defective, so customers should first confirm that the card is in an active state with sufficient fare to travel. You can do this by tapping the card at an OMNY vending machine, linking it to a registered online OMNY account, or calling OMNY Customer Service at 877-789-6669.

If the card is active with sufficient fare but still not working, you may receive a replacement in person at the NYCT Customer Service Center at 3 Stone Street in Lower Manhattan, open Monday to Friday from 9 a.m. to 5 p.m. (more locations coming soon).

Customers with their Reduced-Fare Program benefit linked to a personal card or device and who believe this payment method is not working should confirm that the Reduced-Fare benefit and the card or device are in an active state. You can do this by linking the card to a registered online OMNY account or calling OMNY Customer Service for support.

If you need to link your Reduced-Fare benefit to a different contactless card or device, visit the NYCT Customer Service Center at 3 Stone Street in Lower Manhattan (more locations coming soon) or call OMNY Customer Service for support.

**Note:** The Reduced-Fare benefit can only be associated with a single personal credit/debit card or smart device, and any other versions of the same underlying credit/debit card account previously used with OMNY will be blocked. For example, if you link the Reduced-Fare benefit to a debit card in the mobile wallet of your

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## Terms and Conditions of Use

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smartphone, the physical version of the card won't be usable with OMNY, but the mobile version can be tapped for a half-fare payment.

### Trouble using RFMs

You may return an RFM that is not working or is damaged either by mail or in person at the NYCT Customer Service Center. If you have obtained an RFO prior to submitting this request, you will not be issued a replacement RFM. You may request a refund of the RFM remaining balance when you return your RFM. We will review refund requests on a case-by-case basis. A refund must be requested within two years of the RFM expiration date; otherwise, the remaining value will be forfeited.

To return the RFM by mail, ask a station booth agent or bus operator for a prepaid RFM return envelope. In the envelope you'll find a form to fill out to describe the problem with the RFM.

If you cannot obtain a prepaid mailer, you may mail the RFM to MetroCard Customer Claims, 130 Livingston Street Brooklyn, New York 11201-9625. Be sure to include your name, address and phone number, your RFM that is damaged or does not work, and an explanation of the problem.

If you return your RFM by mail, you assume the risk of loss of your RFM if your card is not received by MetroCard Customer Claims.

Or you may return the RFM in person by visiting the NYCT Customer Service Center at 3 Stone Street in Lower Manhattan.

### Lost or stolen Reduced-Fare OMNY Card

You must visit the Customer Service Center at 3 Stone Street to receive a replacement Reduced-Fare OMNY card. The balance on your lost or stolen card as of the moment you receive a replacement will be transferred to the replacement card.

If you linked your lost or stolen card to a registered OMNY account, you can suspend it immediately so it can't be used before you get a replacement. Sign in to your OMNY account or call OMNY Customer Service to suspend the card. If you did not link the lost or stolen

OMNY card to an OMNY account, you can still call OMNY Customer Service to suspend it if you know the card number.

### Lost or stolen debit or credit card that was used as your RFO

If your debit card or credit card that was being used as your RFO is lost or stolen, you should contact your bank or other financial institution. You can also suspend the lost or stolen card from the OMNY system through your OMNY account.

When you receive a new debit or credit card that you want to use as your RFO, you can do so by visiting the NYCT Customer Service Center at 3 Stone Street in Lower Manhattan.

### Lost or stolen phone or wearable device that was used as your RFO

If the smart phone or wearable device that you used as your RFO is lost or stolen, you should contact your device service provider as well as the bank or other financial institution for the debit card or credit card that was linked to the lost or stolen RFO. You can also suspend the lost or stolen device from the OMNY system through your OMNY account.

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 simply by tapping at an OMNY validator in the system.

### Lost or stolen RFMs

Immediately report a lost or stolen RFM by calling 511 or 718-330-1234 between 6 a.m. and 10 p.m., or through the MetroCard eFIX system on our website, [new.mta.info](http://new.mta.info).

If you have obtained an RFO prior to the loss or theft of your RFM, you will not be sent a replacement RFM and should use your RFO. If you won't be receiving a new RFM because you have registered for an RFO, please note that in your claim. We will investigate claims of lost or stolen RFMs on a case-by-case basis.

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### Change of Address

Notices and replacement cards will be sent to you at the address you provide. You must inform us promptly, in writing or by calling 511 or 718-330-1234, of any change of address.

### Expiration Dates

Reduced-Fare MetroCards and Reduced-Fare OMNY cards expire on the date printed on the back of the card. As long as you actively use your card, NYC Transit automatically sends you a new RFO before the expiration date.

### Restrictions

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

Balances from a full-fare MetroCard or a full-fare OMNY payment method cannot be transferred to an RFM or an RFO.

Balances cannot be transferred between an RFM and an RFO.

### Disclaimer

Neither the MTA, New York City Transit, or any other MTA affiliate or subsidiary, nor any other governmental agency or other entity that operates a transit system on which an RFO or RFM is accepted for payment or eligibility, including, without limitation, the County of Westchester, shall be liable for any special or consequential damages associated with or resulting from failures, disabling, or malfunctions of the MetroCard or OMNY systems, or of any RFO or RFM.

For more information about RFMs or RFOs, call 511 or 718-330-1234 from 6 a.m. to 10 p.m. If you are deaf or hard of hearing, use the free 711 relay or your preferred relay service provider to contact us. If applicable, have your RFO or RFM 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 a mobile sales bus or van, or visit the NYCT Customer Service Center. The NYCT Customer Service Center is located at 3 Stone Street in Lower Manhattan and is open from 9 a.m. to 5 p.m.



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