We’re sorry you had a MetroCard problem.

We want to resolve the issue.

• Fair Fares Customers: Call 311 directly.
• EasyPay customers (full or reduced fare) call 1-877-323-7433.
• If your Reduced Fare MetroCard is lost or stolen go to www.new.mta.info/farehelp or call 511. Damaged cards must be mailed to us; use this claim form.
• If your 30-Day Unlimited or 7-Day Express Bus Plus MetroCard purchased at a vending machine with a credit or debit card is lost or stolen, you have balance protection; Call 511 or 718-330-1234.

All other customers
• Many claims can be filed online at: new.mta.info/farehelp
• Or, you may print and complete this form, and mail it to:

  MetroCard Customer Claims Center
  130 Livingston St
  Brooklyn, NY 11201-9625
• You can also get this form and a postage-paid envelope at any station booth.

How to file a MetroCard claim
You can complete this form, but know that many claims can be filed online. Visit new.mta.info/farehelp.

If you file a claim by mail, please remember to enclose your original MetroCard Vending Machine receipt or Select Bus Service MetroCard Fare Collector paper ticket along with your MetroCard. Reduced Fare MetroCard customers are not required to mail their card unless the card is damaged. Please keep copies for yourself.

Unlimited Ride MetroCard Customers
To receive credit for time remaining on your card, please complete this form and mail it to us. Your envelope must be postmarked no later than one day after the problem occurs. Cards that are damaged should be returned.

MetroCard Vending Machine Customers
Charges for most credit and debit transactions are reversed within ten (10) business days. If corrections are not made to your incorrectly charged account by then, please file a claim. If a machine failed to add value to your card, you will need to mail us your MetroCard. Reduced Fare MetroCard customers are not required to mail their card unless the card is damaged.

For your records
Please make a copy of your completed claim form and any enclosures.

We’re here to help
Call 511 (in New York State Only) or 718-330-1234 between 10 AM and 6 PM daily to speak to us.

The cardholder assumes the risk of loss until the MetroCard, MetroCard Vending Machine Receipt or Select Bus Service (SBS) Receipt is received by the MetroCard Customer Claims Center.
Mail all correspondence to: 130 Livingston Street, Brooklyn, NY 11201-9625.

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Section 1 must be completed. Please use ink and print clearly.

1. Legal Name: [ ] Mr. [ ] Mrs. [ ] Ms.

- [ ] First
- [ ] Middle
- [ ] Last

2. Street Address
- [ ] Apt

3. City

4. State

5. Zip Code

6. Country

7. Day Phone
- [ ] 10-digit MetroCard serial number

8. Evening Phone

2. MetroCard Enclosed (check all that apply)

- [ ] Pay-Per-Ride (Regular)
- [ ] Single Ride Ticket
- [ ] Reduced Fare

3. Where MetroCard was Purchased (check one)

- [ ] Station (name)

4. Description of the Problem (check one)

- [ ] “See Agent/Invalid Card” turnstile or farebox message
- [ ] Damaged MetroCard
- [ ] MetroCard purchase/refill problem

5. MetroCard Vending Machine Only

- Specify machine number
- [ ] EBT [ ] Debit [ ] Amex [ ] Discover [ ] MC [ ] VISA

6. Select Bus Service Only

- Where did problem occur?
- Select Bus Service Route/Bus Stop/Cross Street:

Please continue by providing answers in the applicable section(s). Please use this space for any additional details.