



SmarTrip® card

REPLACEMENT FORM

We're upgrading Metrorail faregates to be more reliable, but that means our first generation of SmarTrip® cards will no longer work.

To see if your SmarTrip® will be affected, compare your card's serial number (located on the back) to the numbers on the right.

If your number indicates the card will no longer work, please follow these simple instructions to receive a replacement card.

Step 1: Register your card

- If you haven't already, register your SmarTrip® card to ensure your balance is protected during the mail-in process. If you have a Senior SmarTrip® card, it must be registered to transfer your balance. To register your card, visit SmarTrip.wmata.com. A valid email address is required.
- If you prefer to remain unregistered, please take a picture or make a copy of the back of your SmarTrip® card for your records. Otherwise, we'll be unable to protect your balance.

Step 2: Print and fill out this form

- Include all of the information requested here in case we need to contact you about your replacement.
- If you don't have access to a printer, you may clearly write the information on a blank piece of paper.

Step 3: Mail in this form and your card

- Mail your completed form and your SmarTrip® card with postage to:

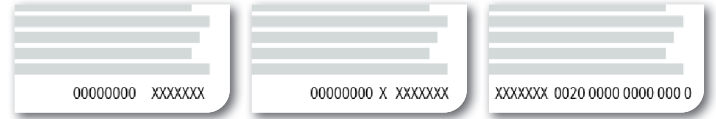
WMATA Fare Media Services
Card Replacement
3301 Eisenhower Ave
Alexandria, VA 22314

- A new card will be mailed to you within 10 business days of receipt.
- Your previous balance will be added to your new card along with \$5 stored value.

If your older SmarTrip® card was ever enrolled in the SmartBenefits® program, you cannot replace it at this time. You'll be notified by email when you can replace your older SmarTrip® card. Please log in to your account at SmarTrip.wmata.com now to verify your email address.

If you have any questions, please call us at 1-888-SMARTRIP (1-888-762-7874).

If your serial number looks like one of these, you DO need a replacement card.



If your serial number looks like this, you DON'T need a replacement card.



Name (first, middle initial, last)

Street Address

Address, line 2

City

State ZIP

Phone

Email Address

SmarTrip® card serial number

