



FAQ – EZ-Pay Phone Deposits Error - Deposits made after April 18th

1. I received a call or text about my EZ-Pay account, but I am not sure what it is about.

MetroAccess recently contacted you regarding funds you attempted to deposit by **phone** into your EZ-Pay account between April 18th and April 29th. Although the deposited amount(s) was applied to your EZ-Pay account, our system never charged your credit or debit card.

Please confirm with your bank or credit card company that you were not charged for any EZ-Pay deposits made after April 18th.

On **Tuesday, May 7th**, we will deduct the total amount credited to your EZ-Pay account for any phone deposit made after April 18th, but not charged to your credit or debit card. To avoid any impact to your account, we are asking you to please make another deposit into your EZ-Pay account as soon as possible.

2. How can I confirm how much I deposited?

If you would like to know how much you deposited between April 18th and April 29th or have any questions concerning this matter, please call MetroAccess at 301-562-5360, press option 4, then option 2 to speak to an EZ-Pay customer representative for help. Customers can also view transactions online at this [Link](#).

3. What will happen if I decide not to make another deposit into my EZ Pay Account?

If funds are not available in your EZ-Pay account at the time of booking, you will be required to pay the driver in cash prior to boarding the vehicle. After Tuesday, May 7th, your account will be deducted by the total amount you attempted to deposit between April 18th and April 29th. Depending upon your current account value, this may render a negative balance.

4. Is EZ-Pay still a safe and secure way to pre-pay my trips?

Yes. With EZ-Pay, you can prepay your MetroAccess fare by phone or the Internet, with a credit or debit card, or in person with cash at the Transit Accessibility Center. The transaction errors occurred as a result of a recent system upgrade, and had nothing to do with the safety and security of the EZ-Pay system.