

Replacing your EasyPass

- Call Clipper to block your old Card and order a new EasyPass at (877) 878-8883.
- Be sure to tell Clipper that you are part of an institutional pass program – EasyPass. Let Clipper know what EasyPass program you participate in.
- Clipper charges a \$3 Balance Transfer Fee before making a new Card.
- If your EasyPass is defective through no fault of your own, pay the Balance Transfer Fee and mail your defective Card to Clipper. If Clipper determines your Card does not work, Clipper will credit or return the \$3 Balance Transfer Fee.
- A replacement EasyPass will be mailed to you within seven business days.

MORE ►

Replacing your EasyPass (cont'd)

- If you have cash, monthly passes or other agency fare loaded onto your old Card, ask Clipper to transfer all of the fare balances onto your new EasyPass when requesting a new Card. Keep in mind that it may take up to fourteen business days to get your replacement Card with balances reloaded.
- Always carry cash for your ride just in case your Card is not working. AC Transit can't reimburse your cash fare.
- Register your new replacement EasyPass at **clippercard.com** once it arrives. Check the Clipper card reader when you tag to make sure your Card is working properly; you can check your tag history at clippercard.com once you have registered your Card with Clipper.
- For more details, read your program's EasyPass User Guide, contact your EasyPass Site Coordinator, or visit **actransit.org/easypass**.