

MAGNETIC PASS CLAIM FORM

*For damaged passes **OR** passes lost in the farebox*

Damaged Passes:

- If your magnetic pass does not work, the driver is required to punch the pass and return it to you.
- The non-working magnetic pass must be returned with this completed form. Please provide as much information as possible.
- For 31-Day Passes: Compensation, based on the usage history of the pass as tracked via the serial number in the farebox database, will be in the form of AC Transit passes totaling the estimated lost time or value.
- For 10-Ride Passes: Replacement passes will be issued for the remaining rides or value.

Passes Lost in the Farebox:

- Please complete this form providing as much information as possible (bus number, line number, dates, etc.) that will assist AC Transit staff in locating your pass. Passes will be returned once they are located. If applicable, a replacement pass will be authorized. Replacement passes cannot be issued unless the lost pass is located.

**Complete and forward this form (along with the damaged pass, if applicable) to:
AC Transit Treasury, 1600 Franklin Street, 3rd Floor, Oakland, CA 94612**

Date of Damage/Loss: _____

Name: _____

Address: _____

City/Zip: _____

Type of Pass: **31-Day** (specify type and date of first use)

Type: Local Adult Youth Transbay

Date of First Use: _____

10-Ride (specify type and number of rides used)

Type: Local Adult Youth/Sr/Dis Transbay

Number of Rides Used: _____

Serial Number (if known): _____

Reason for failure/loss (if known): _____

Bus Line/Number: _____

Comments/Other: _____

**PLEASE NOTE: AC TRANSIT RESOLVES MOST CLAIMS WITHIN 2 WEEKS OF RECEIPT,
HOWEVER, SOME CLAIMS CAN TAKE BETWEEN 2 – 4 WEEKS DEPENDING ON THE
INVESTIGATIVE REQUIREMENTS OF THE CLAIM.**