



OFFICE OF PAYROLL ADMINISTRATION

One Centre Street, Room 200N, New York, New York 10007

ROBERT W. TOWNSEND
Interim Executive Director

What You Should Know About the \$1.00 MTA MetroCard Fee

Effective March 3, 2013, a \$1.00 fee is charged for each new MetroCard purchased at an MTA New York City Transit MetroCard Vending Machine, station booth, or commuter rail station.

1. How do I avoid the \$1 fee for a new MetroCard?

Avoid this fee by keeping and refilling your current MetroCard at any MetroCard Vending Machine (MVM) or station booth. The MetroCard will be valid until the date of expiration printed on the reverse side of the card.

2. Will the \$1 fee be charged when I purchase a new MetroCard with my WageWorks Commuter Card?

Yes, the \$1 fee will be charged for each new MetroCard purchased. You must have enough funds available on your WageWorks Commuter Card to cover the cost of the new MetroCard plus the \$1 fee.

3. Will the \$1 fee apply to MetroCards ordered for home delivery through the WageWorks Transit Pass Plan?

No, the \$1 fee will not apply to a MetroCard bought directly from WageWorks for home delivery.

4. Will the \$1 fee apply to combination Railroad/MetroCard tickets ordered for home delivery through the WageWorks Transit Pass Plan?

No, the \$1 fee will not apply to customers who purchase a combination Railroad/MetroCard ticket through the WageWorks Transit Pass plan.

5. Will the \$1 fee apply to EasyPayXpress MetroCards linked to my WageWorks Commuter Card?

No, the \$1 fee will not apply to users of the EasyPayXpress MetroCard.

6. Will the \$1 fee apply to Reduced Fare Customers (Seniors and Customers with Disabilities)?

No, the \$1 fee will not apply to Reduced Fare Customers. The new Reduced Fare amount is \$1.25.

7. Where may I check the available balance on my WageWorks Commuter Card?

There are several different options to access your Commuter Card or Transit Pass account balance with WageWorks:

- Login on to your WageWorks account at www.getwageworks.com/nyc.

- Call WageWorks Customer Service at 1-877-WageWorks (1-877-924-3967) Monday through Friday, 8 a.m. to 8 p.m. and follow the prompts to access your account balance. You will be required to provide the last four digits of your Employee Reference Number (ERN) and home zip code to access your balance via the Interactive Voice Response (IVR) system.
- You may also check your account balance via the WageWorks mobile site at m.wageworks.com.

8. May I refill an Unlimited Ride or Pay-Per- Ride MetroCard purchased with my WageWorks Commuter Card that EXPIRED on the date printed on the reverse side of the card?

No, you may not refill the expired MetroCard. However, you may obtain a new MetroCard at no cost when you select to refill the expired MetroCard at the MetroCard vending machine (MVM). Insert the expired card in the MVM. The MVM will recognize that the card is expired and will give you the option to obtain a new card at no cost.

9. If my Unlimited Ride or Pay-Per-Ride MetroCard purchased with my WageWorks Commuter Card is DAMAGED, may I refill it and avoid the \$1 fee?

No. Commuters will need to purchase a new card using the WageWorks Commuter Card or some other payment method and will incur the \$1 fee.

10. How do I replace a DAMAGED Unlimited Ride or Pay-Per-Ride MetroCard?

Commuters with a damaged MetroCard must mail it in to the MTA or visit the MTA office. You will receive a full credit for the time remaining on your MetroCard to your WageWorks account. Pre-addressed, postage-paid envelopes are available at some subway station booths and on buses. The envelope comes with a questionnaire where you may describe the problem. Mail or deliver the questionnaire and damaged MetroCard to:

MetroCard Customer Service Center
3 Stone Street
New York, NY 10004

11. Additional questions about the new fares and \$1 fee?

Please visit the MTA website at www.mta.info or call 511.