NEW SELF-SERVICE FEATURES FOR EMPLOYEES

Transfer SmartBenefits from Lost/Damaged Cards
Now you can transfer your stored value and your SmartBenefits from a lost/damaged card to a replacement card on your own.*

- Have your replacement card ready or order a new card as you report your old card as lost or damaged.
- Your replacement card must:
  - Be registered to your SmarTrip card account with the same first and last name as your lost/damaged card (check “Update Card Information”)
  - Not have been previously enrolled in SmartBenefits
- From your SmarTrip® Card Summary page, click “Report Lost or Damaged Card” and follow the prompts

* If you purchased a pass for your SmarTrip card using the SmartBenefits transit pass benefit, then the refund for the unused portion of that pass must still be reassigned by your employer.