



## SELF-SERVICE REASSIGNMENT FOR EMPLOYEES

### Transfer SmartBenefits from Lost/Damaged Cards

You can transfer your stored value and your SmartBenefits from a lost/damaged card to a replacement card on your own. You do not need to contact your employer unless you have Transit Pass Benefit (see below)\*

- 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

Card Summary LOG OUT

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**Card Information**

Card Nickname: Jim  
Card Number: 0167  
Current Card Status: Active

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Stored Value: \$10.00 ADD VALUE

Value available for public transit and parking.  
Stored Value may not reflect recent transactions.

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**Passes** ADD PASS

You currently have no loaded passes.

**History**

- » Order History
- » Product Delivery History
- » Use History
- » MyTripTime Dashboard

**Card Management**

- » Report Lost or Damaged Card
- » Update Card Information
- » Delete Card From Account

**SmartBenefits**

- » Manage SmartBenefits

**\*This information below is only for Transit PASS SmartBenefits users.**

If you purchased a pass with your SmarTrip card using the SmartBenefits Transit Pass Benefit, you must contact SmarTrip Customer Service at 1-888-762-7874 to report your card lost/stolen so they can pro-rate a refund for the unused portion of that transit pass. Once the refund is issued, **ONLY** your Employer can reassign this refund to your new SmarTrip card, so contact them within 1-3 days after Customer Service processes your pro-rated refund.