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

*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.