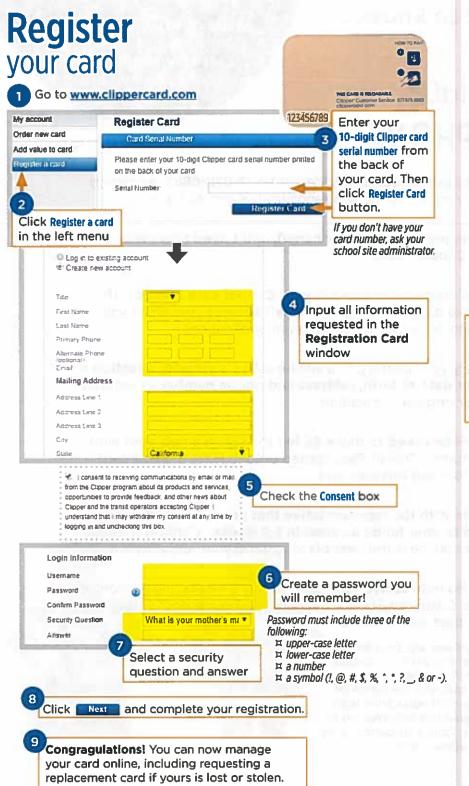
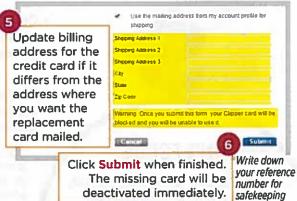


## MANAGING YOUR YOUTH CLIPPER CARD ONLINE



### Report your card lost or stolen

Log into your registered account at: www.clippercard.com Report Lost, Stolen or Damaged Card Order new card Select Card to Report Lost, Stolen or Damag If your Choose card is lost storen or damaged, you can Register a card request a replacement card and balance restoration (if your Profes referention card has a batence of more than \$5). You will need to provide Payment inform Click Report lost, stolen, ad within or damaged card Deregister card Change pessword important. You are responsible for all transactions made with your card until the time you report it lost, staten or damaged ▶ Log out Card #1205120058 - 'Ben's Cloper Card To receive a @ Card #1208428421 What Happened? replacement This card was lost or stolen card, select This card was damaged Replace my card and restore remaining value (\$5 balance Do not replace card (no fee) restoration fee) Warming Once you submit this form, your Clopper card will be blocked and you will be unable to use it Enter payment information in the payment window (not shown).



#### Have Questions or Need Help?

Ask your school's Student Transit Pass Administrator for help.

### NEED TO REPLACE YOUR YOUTH CLIPPER CARD?

Here's what you need to know...

#### CLIPPER CARD QUICK TIPS

After receiving your card, register for an online account to manage it!

See registration instructions on the back of this flyer

Write down or photograph your 10-digit Clipper card serial number on the back of your card.



# Replace **BY PHONE**

- Call Clipper Customer Service at 1-877-878-8883, weekdays from 6 a.m. to 8 p.m.; weekends from 8 a.m. to 5 p.m.
- Say, "Hi, my name is [your name], and I need to replace a youth Clipper card."
- You will be asked to provide your Clipper card number (if you have it), your name, and email address (the email you provided on your original program application).
- To verify your identity, you will be asked a security question or for your date of birth, address and phone number as entered on your original application.
- You will be asked to pay a \$5 fee to receive a new card with your Student Transit Pass loaded onto it. Have a credit card ready to make this payment.
- Confirm with the representative that your new card will be mailed to your home address in 1-2 weeks. Confirm that the address on file is the best place to send your replacement card.
- If you do not receive your card within 3 weeks, please contact Clipper Customer Service again or see your school's student transit pass administrator.

If you have any problems during this process, please write down the date/time of your call, and the name of the person you spoke with, and give this information to your school's student transit pass administrator.



Your Clipper card has value. Keep it in a safe place!

The card you were issued is for your use only.

Do not loan it to anyone else.