



LOST, STOLEN OR DAMAGED PRESTO CARD

WHAT YOU SHOULD DO

1 REPORT YOUR CARD LOST OR STOLEN (CARD MUST HAVE BEEN REGISTERED)

- online at prestocard.ca
 - have your PRESTO user name and password ready
- by phone at **1-877-378-6123**
 - PRESTO will ask for information to identify you as the registered card holder (e.g. security question)
- or in person at an OC Transpo Sales Centre

- have proof of identity available

It takes **24-48** hours after reporting your card lost or stolen for your card to be 'blocked' on the bus, and any fares deducted from your e-Purse in that time period cannot be recovered.

(Continued on reverse side)

2 GET A REPLACEMENT CARD FOR \$6 (PLUS MINIMUM \$10 E-PURSE LOAD IF IN PERSON) AND CONTACT THE CALL CENTRE TO TRANSFER YOUR INFORMATION TO THE REPLACEMENT CARD

- online at prestocard.ca (you can do this when you hotlist your card online)
 - have your credit card ready
 - allow 7 business days for mail delivery
 - when you receive your replacement card, call

1-877-378-6123 or visit **prestocard.ca** to 'activate' your card (your school board monthly pass and any e-Purse

balance will be transferred from your old card)

- wait **24-48** hours before travelling to allow time for your new card information to be loaded to all PRESTO card readers
- or in person at an OCTranspo Sales Centre (you can do this when you hotlist your card)
 - get a new unregistered card (\$6 card fee plus minimum \$10 e-Purse required) – you can travel immediately using the e-Purse



- DO NOT register or load a pass on the new card, since this would prevent the transfer of your information
- wait 24 hours for your hotlisted card's status to be updated by PRESTO
- then call PRESTO at **1-877-378-6123** to have your information transferred to your new card
 - have your new card number handy
 - PRESTO will ask for information to identify you as the registered cardholder (e.g. security question)
 - your school board monthly pass and any e-Purse balance will be transferred from your old card
- wait **24-48** hours before travelling to allow time for your new card information to be loaded to all PRESTO card readers

Note: you are responsible for any transportation costs from the time your card is lost, stolen or damaged until your replacement card is accepted on the bus.

