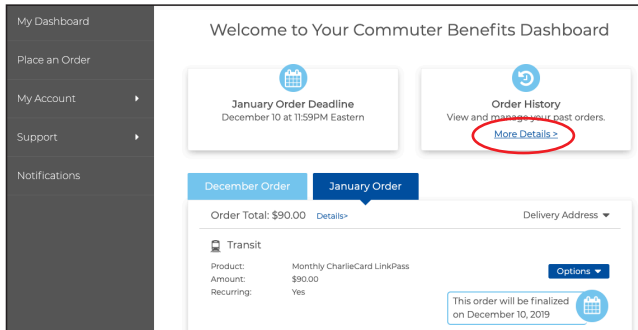


Replacing Your CharlieCard Through Edenred

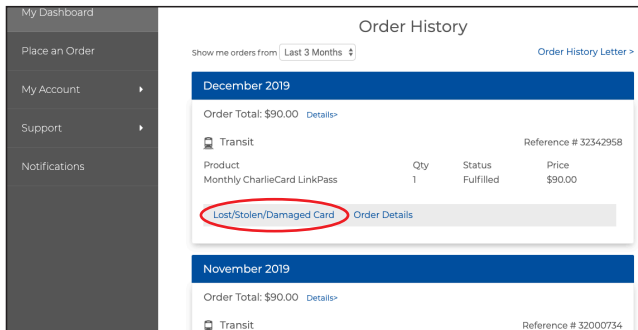
If your CharlieCard is malfunctioning or is lost or stolen, follow the steps below to request a replacement card online through your Edenred account.

1. Login to the Edenred Commuter Benefits Site by visiting: <http://www.commuterchoice.harvard.edu/mbta>, and use your Harvard Key credentials.

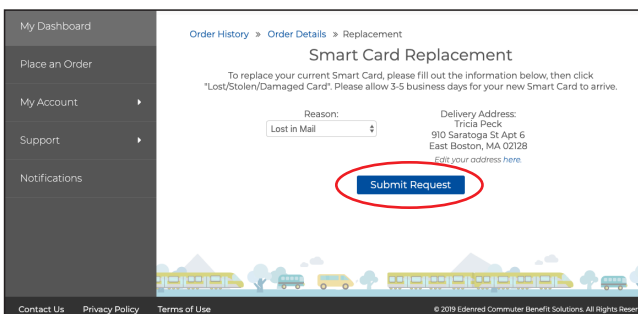
2. From the Dashboard under Order History, click on **'More Details'**.



3. On the Order History page, click **'Lost/Stolen/Damaged Card'**.



4. Select the reason you need the replacement, then click **'Submit Request'**.



5. A confirmation will display that your request has submitted. Replacements requested before 3:00 PM Eastern will be mailed out the same day.

Please Note:

- This option is only available for CharlieCards (Local Bus, LinkPass bus and subway, or Inner or Outer Express Bus); if your commuter rail pass is not received, lost or malfunctioning, contact CommuterChoice about your options.
- If your CharlieCard does not arrive in the mail for your first month of enrollment or re-enrollment, the online replacement option will not be available. Please contact CommuterChoice for assistance.