





ORDER A REPLACEMENT STUDENT VENTRA CARD

2019-2020 School Term

	<p>DO use this form if the student already had a Student Ventra Card but it was damaged, lost or stolen.</p>
	<p>DO NOT use this form if the student has never had a Student Ventra Card. Instead, use the <i>New Student Ventra Card Order Form</i> found at ventrachicago.com/students.</p>
	<p>DO NOT use this form if the student attends a Chicago Public School or a school that issues Ventra Cards directly. (The school issues a card to the student, instead.) Call us at 877-669-8368 if you are unsure about whether your student's school issues cards directly.</p>
	<p>DO NOT use this form if the student still has a Student Ventra Card from the previous term but needs to renew the Student Reduced Fare privileges. Instead, use the <i>Renew Student Reduced Fare Riding Privileges Form</i> found at ventrachicago.com/students.</p>

ELIGIBILITY

The Student Ventra Card is available to full-time students aged 7-20 years old enrolled in elementary or high school, and it entitles the cardholder to pay a reduced fare for trips taken Monday thru Friday between 5:30AM and 8:30PM on CTA and Pace transportation systems. Rides taken outside of these times will be charged full fare unless the student is under the age of 12 and a parent or guardian has taken the action to qualify for the Student/Child fare.* Visit ventrachicago.com/students for a breakdown of the reduced fares offered by CTA and Pace.

**In order for children under the age of 12 to qualify for a regular Reduced Fare on CTA outside of the student fare eligibility period, a parent or guardian must visit the Ventra Service Center with a copy of the child's birth certificate. The Service Center is open Monday thru Friday from 8:00AM to 4:30PM and is located at 567 W Lake Street (2nd Floor) Chicago 60661.*

SUBMITTING YOUR REPLACEMENT ORDER

1. Fill out Page 2 of this form completely and accurately. Incomplete/incorrect forms can result in a delay and potential rejection of the order.
2. Include a \$2.00 Personal or Cashier's Check, or Money Order, made payable to the Chicago Transit Authority.
3. Mail form and payment to the address listed at the bottom of Page 2. You will receive a confirmation email (if you provided your email address) when we receive your order.
4. Wait 7-10 business days and check with your student's school. If the school has not received the card, give us a call at **877-669-8368**.

IMPORTANT TO KNOW

The card you receive does not entitle you to the Student Reduced Fare indefinitely. It will have Student Reduced Fare riding privileges through 7/3/2020, and will change to Full Fare after that. You must renew your privileges in the fall for every new school year (and again in the late spring if you are attending summer school) using the *Renew Student Reduced Fare Riding Privileges Form* found at ventrachicago.com/students.

Student Ventra Cards are not automatically registered. Registering your card is optional but has many benefits including protection of your transit value if your Card is lost or stolen, access to convenient account management features online or via the Ventra App, and e-mail notifications with important messages about your account. Register at www.ventrachicago.com or by calling 877-669-8368. If you already have a Ventra web account, simply log in and click on [Register a Ventra Card](#). By following this process, you can add new cards to your existing account without having to create a separate online account. It does not matter whether you register the card to the student or parent.



STUDENT (CARDHOLDER) INFORMATION

Student cards are not automatically registered. You can register at ventrachicago.com or by calling 877-669-8368.

FIRST NAME _____ LAST NAME _____

ADDRESS _____ APT./SUITE _____

CITY _____ ZIP _____ DATE OF BIRTH ____/____/____

FULL CARD NUMBER OR TRANSIT ID OF THE OLD CARD (WE ONLY NEED ONE OR THE OTHER – NOT BOTH)

If the lost/stolen card was registered, your balance is protected and will be available on the replacement card. If you need help finding either of these numbers, please give us a call at 877-669-8368 and be prepared with the student's name and the approximate date that you ordered and/or received the card you are attempting to replace.

Transit Account ID:

Card Number (can be 16 or 19 digits):

1																			
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6																			
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Card Expiration Date (MM/YY): _____

PARENT OR LEGAL GUARDIAN INFORMATION

FIRST NAME _____ LAST NAME _____

PRIMARY PHONE: (____) _____ EMAIL: _____

Providing your phone and/or email address is important. It allows us contact you if there are any problems with your order and send you important updates about the student fare program.

SHIPPING INFORMATION

Cards must be sent to the student's school. Cards cannot be sent to the student's residence. Eligible home school students not enrolled in a public or private school must pick up Cards in person at the Ventra Service Center.

SCHOOL NAME: _____

SCHOOL ADDRESS: _____

Provide the entire address including city, state, and zip to help ensure successful delivery.

HOMEROOM TEACHER NAME & ROOM #: _____

The card will be sent to this person's attention at the school.

HOME SCHOOL STUDENTS

Parents or guardians must demonstrate the child's continued enrollment in a class held in an academic setting, a work/study program or an on-campus extracurricular activity. Documentation of such enrollment must be submitted with this form to the address below. Cards cannot be sent to the student's residence and must be picked up by the student at the Ventra Service Center, 567 W. Lake St., 2nd Floor, Chicago. You will be notified when the card is ready for pickup or if further information is needed.

FORWARD ORDER AND PAYMENT TO:

Ventra Services
Attn: Student Ventra
P.O. Box 8291
Chicago, IL 60680

PAYMENT METHOD:

Make \$2.00 Personal or Cashier's Check or Money Order,
Payable to: **Chicago Transit Authority**

Your replacement Student Ventra Card will be shipped within 7-10 business days of receipt of completed order and payment.

Visit ventrachicago.com/students or call 877-669-8368 if you need more information or help.