



## ORDER A REPLACEMENT STUDENT VENTRA CARD

2019-2020 School Term

	<p><b>DO</b> use this form if the student already had a Student Ventra Card but it was damaged, lost or stolen.</p>
	<p><b>DO NOT</b> use this form if the student has never had a Student Ventra Card. Instead, use the New Student Ventra Card Order Form found at <a href="http://ventrachicago.com/students">ventrachicago.com/students</a>.</p>
	<p><b>DO NOT</b> 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 <b>877-669-8368</b> if you are unsure about whether your student's school issues cards directly.</p>
	<p><b>DO NOT</b> 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 Renew Student Reduced Fare Riding Privileges Form found at <a href="http://ventrachicago.com/students">ventrachicago.com/students</a>.</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](http://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 (2<sup>nd</sup> 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](http://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](http://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.

