

## Student Ventra Card Expiration FAQs

In 2013, the CTA launched Ventra, a modern, account-based fare payment system allowing Chicago transit customers the ability to conveniently purchase fares and ride CTA, Metra and Pace. The first Student Ventra Cards issued at launch will expire on June 30, 2018. The expiration date can be found on the front of the card. Student Ventra Cards will work through the last date of the month the card expires.

### How do I know when my Card is expiring?

All current Student Ventra Cards have an expiration date printed on the Card's front. Cards will function as normal until the end of the month printed on the front of the Card. Once a Card expires, it can no longer be used for transit and a new Card must be purchased or activated.

### Will I be notified?

If your Student Ventra Card is registered, you will receive emails alerting you to the upcoming expiration and detailing how to get your new Card.

### How can I get a replacement Student Ventra Card if mine is expiring?

If your student is continuing in school and needs a new replacement Card, you may purchase a new Card from the School Administrator. Please remember to verify with the school administrator that the Card has been properly entitled for the appropriate school term so that your child correctly receives the student fare. Call Ventra Customer Service at 877.NOW.VENTRA or visit the Ventra Service Center at 567 W. Lake St., 2<sup>nd</sup> Floor, Chicago, to transfer any unused (inactive) passes or transit value to the new Card.

If your student's school does not sell Student Ventra Cards, you may purchase a new Card by submitting the Expiring Card Replacement Student Ventra Card form. If submitting via the form, any unused passes or transit value will transfer to the new Card automatically. The new card will be shipped to the student's school.

### How much does a new Card cost?

New Student Ventra Cards cost \$2.

### What about passes and transit value on my Student Ventra Card?

If you haven't previously registered your Student Ventra Card online at [ventrachicago.com](http://ventrachicago.com), you can still do so. If not, you should either spend your balance down prior to card expiration, or register your Student Ventra Card and call or visit Ventra Customer Service to transfer existing balance to the new card you purchase, and register the card.

If your Card is not registered, several safeguards have been put in place in order to protect your balance as your Student Ventra Card nears expiration. You will receive notifications at Ventra Vending Machines that your Student Ventra Card is expiring. You will not be allowed to purchase a pass within twice the pass duration from expiration (for example, you won't be able to purchase a 30-day pass within 60 days or less of your Student Ventra Card expiring). And two weeks prior to expiration, you will only be allowed to add \$5 of transit value at a time.

- A 30-day pass cannot be purchased in the 60 days prior to expiration.
- A 7-day pass cannot be purchased in the 14 days prior to expiration.
- A 3-day pass cannot be purchased in the 6 days prior to expiration.
- A 1-day pass cannot be purchased in the 2 days prior to expiration.

### If I am a graduating student and my card is expiring, will I receive a new one?

Graduating students who will no longer be enrolled full-time will not receive a replacement Student Ventra Card once their school year ends. If their card is expiring, they will need to purchase a new regular Full Fare Ventra Card to continue to travel. They can purchase a new Card:

- At a [Ventra Vending Machine](#)
- At one of [1,000 retail locations](#)
- At [VentraChicago.com](#)
- By calling 1.877.669.8368
- By visiting the Ventra Customer Service Center at 567 W. Lake St.



If they have an existing transit value or unused pass balance, and their Student Ventra Card is registered, they can call Ventra Customer Service at 877.669.8368, or visit the Ventra Service Center at 567 W. Lake St., 2<sup>nd</sup> Floor, Chicago, to have their balance transferred to their new Card.

### What differences are there with the new Student Ventra Card?

The new Student Ventra Card has a new geometric design inspired by the Ventra 'V' but continues to provide all of the great features of the Ventra fare payment system. The expiration date can be found on the back of the card.