

# Replacing your Student EasyPass

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- Call Clipper to block your old Card and order a new EasyPass at (877) 878-8883. Tell Clipper that you participate in your college's institutional pass program – EasyPass.
- Clipper charges a \$3 Balance Transfer Fee to replace your EasyPass Card and to transfer cash or other agency value to your new EasyPass Card.
- If your EasyPass is defective through no fault of your own, pay the \$3 Balance Restoration Fee and mail your defective Card to Clipper. If Clipper determines your Card does not work, Clipper will credit or return the \$3 Fee.
- If your EasyPass Card also had cash or other fare media on it, then ask Clipper to transfer all the funds from your old Card to your new Card.
- A replacement EasyPass Card will be mailed to you within seven business days. If you request cash or other agency fare replacement, it may take up to fourteen business days to receive your new EasyPass with all of your balances restored.
- Always carry cash for your ride just in case your Card is not working. AC Transit can't reimburse your cash fare.
- Register your replacement EasyPass Card at [clippercard.com](http://clippercard.com) once it arrives. Check the Clipper reader when you tag to make sure your Card is working properly. You can also check your tag history at [clippercard.com](http://clippercard.com) once your Card is registered.

Find more details by visiting your College's EasyPass web page or refer to your College EasyPass User Guide that came with your Pass.