

# Harvard University MBTA Pass Program Lost/Damaged CharlieCard Affidavit

This form is to be used if you haven't received your CharlieCard or you are having a problem with your CharlieCard.

**Please indicate your situation below:**

- I did not receive my CharlieCard in the mail.  
You need to complete and return this form to Customer Service in order to receive a replacement CharlieCard.
- My CharlieCard is not functioning properly.  
You need to complete and return this form to Customer Service in order to receive a replacement CharlieCard.
- I received my CharlieCard, but subsequently lost it.  
You need to complete and return this form to Customer Service in order to receive a replacement CharlieCard.

**Rules for Replacement:**

You must complete and return this form (incomplete forms will be returned). Replacement CharlieCards will be sent to you within 3 business days of receipt of this form.

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**Item 2 MBTA Transit Pass Type:** \_\_\_\_\_

**Item 3 Please complete your personal information below:**

Harvard ID# \_\_\_\_\_ Work Phone Number (\_\_\_\_\_) \_\_\_\_\_  
Name \_\_\_\_\_ Cell Phone Number (\_\_\_\_\_) \_\_\_\_\_  
Address \_\_\_\_\_  
Address 2 \_\_\_\_\_  
City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

SIGNATURE \_\_\_\_\_ Date \_\_\_\_/\_\_\_\_/\_\_\_\_

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**Statement of Acceptance (please check box to verify acceptance)**

- If I am submitting for replacement of my ordered CharlieCard. I have read and I agree to the above stated rules of reimbursement, and I further acknowledge that I did not receive my ordered CharlieCard in the mail, OR the I lost/damaged my CharlieCard. I understand that providing inaccurate or incomplete information may disqualify me from receiving a replacement card and/or participating in Harvard's MBTA Pass Program in the future.

**For Customer Service questions, please call Crosby Benefits Systems @ 800-462-2235**

**To expedite processing**

**Fax to: 617-904-1680**

**TO CONFIRM RECEIPT OF FAX**

**(after 4 business days) Call 800-462-2235**

**Mail to: Customer Service - Lost Pass**

**P.O. Box 620672, Newton Lower Falls, MA 02462-1440**