

CHECKING YOUR BREEZE CARD BALANCE



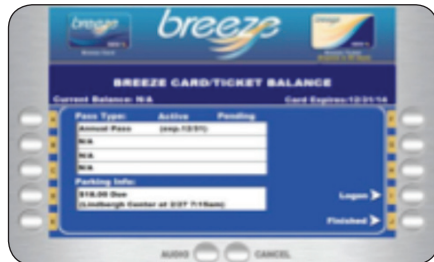
1

Select **Option D** to check your Breeze Card balance



2

TAP your Breeze Card on the Breeze target



3

The next screen **displays the balance(s)** on your Breeze Card



BREEZE CARD CARE TIPS

- **Protect your Breeze Card:** Do not bend, scratch or punch a hole in it.
- **If placing this Breeze Card with your other personal Breeze Cards or Tickets,** remove the card to tap at the fare boxes/faregates to ensure the trip is only deducted from your calendar monthly card.
- **Inquiries related to your company-issued calendar monthly Breeze Card** should be referred to your company contact. MARTA is not responsible for your company's policies and cannot answer questions regarding their internal processes. For general riding inquiries, locate a Breeze customer service representative at our rail stations, ask your bus operator or call 404-848-5000.
- **This card** should only be used by the employee to whom it is issued to and is **non-transferable.**



METROPOLITAN ATLANTA RAPID TRANSIT AUTHORITY

404-848-5000 www.itsmarta.com

TTY: 404-848-5665 Accessible Format: 404-848-4037

Printed in-house February 2016



PARTNERSHIP PROGRAM CARDHOLDER FAQ



Thank you for participating in the MARTA Partnership Program. This guide should answer your questions. Keep it with you while commuting.

Q. How does my company Breeze Card look?

A.



FRONT

For Breeze Card information, terms and conditions visit:
www.breezecard.com or 404-848-5000.

1. Subject to applicable terms and conditions of use and tariffs.
2. Breeze Cards are non-transferable.
3. No sharing. One card per person.
4. Register for balance protection at www.breezecard.com or call Customer Service at 404-848-5000.
5. Do not punch a hole in this card.
6. Card must be shown to MARTA officials upon request.
7. MARTA may terminate or block use of your Breeze Card.

BACK

COMPANY NAME

BRZ3957-2346987

Q. How do I use my Breeze Card for CCT, GCT, GRTA Xpress and MARTA?

A. MARTA to Regional Bus

- Board MARTA bus or rail and pay your fare by tapping your company-issued Breeze Card at the station faregate or bus farebox
- Exit the MARTA rail station (by tapping out at the faregate)
- Exit bus for final destination (no tapping out required)

Regional Buses to MARTA

- Board CCT, GCT or GRTA Xpress and pay your fare by tapping your company-issued Breeze Card at the station faregate or bus farebox
- Exit the regional bus and board MARTA by tapping your Breeze Card (transfer included in your MARTA fare)

Q. Does my fare expire?

A. You must use the product loaded on your Breeze Card within the time requirements for that fare. 10- and 20-trip products will be deducted as used. The unlimited calendar monthly works from the beginning of the month to the last day of the month.

Q. If my Breeze Card is not working, what should I do?

A. If you happen to experience problems using your Breeze Card:

- Check your card balance at any Breeze Vending Machine (BVM), located in each MARTA station, to ensure your card is active. The system fare product loaded on the card should appear:
 - 10-Trip, 20-Trip, Monthly Calendar, etc.
- Ask the station agent or bus operator for assistance
- Report the issue to your company program administrator where the card was issued

Q. Can I receive a refund for my Breeze Card?

A. MARTA does not offer refunds for Breeze Cards or individual money placed on them. Breeze

Cards issued through your company are intended for use of the transit system products loaded through your company. Any additional fares or funds are not eligible for refund by MARTA.

Q. What should I do if my Breeze Card becomes lost or stolen?

A. You should report your lost or stolen Breeze Card to your company point of contact as soon as possible. You must follow your company's internal process and timeline for receiving a replacement card. See your company contact about any replacement fees.

Q. What if I have my own Breeze Card, which I purchased separately?

A. Personal Breeze Cards, may be used for family, friends or visitors. Your company only activates and manages cards assigned with the system products offered through this program.



If your card appears to be inactive and not working at the faregate or farebox, see your company contact to complete a troubleshooting form for review and resolution.

Once the issue is resolved you may be asked to check your card balance at a station BVM to validate the activation.

See next page.