



Dear Reduced-Fare Customer:

We're proud and excited to welcome Reduced-Fare riders to OMNY! Your new Reduced-Fare OMNY card is enclosed. This card replaces your Reduced-Fare MetroCard; but don't worry, you can still use your Reduced Fare MetroCard until it expires.

When you're ready to start using your new OMNY card, just add value and start tapping. To ride, just tap a screen reader to pay your half-fare discount anytime at any subway turnstile or on any local, limited, or Select bus, on off-peak express buses, and on the Staten Island Railway and the Roosevelt Island Tram. *Westchester Bee-Line and NICE Bus customers: please continue to use your MetroCard until OMNY is available on these services. Check [mta.info/reduced-fare](http://mta.info/reduced-fare) for the latest information.*

### **Benefits of Reduced-Fare OMNY**

- ✓ You've got more ways to add value to your card: While you can refill your card at OMNY machines in many subway stations (we're installing more every week), with OMNY you can also refill your card online, or at participating retailers. Visit [omny.info/omny-card](http://omny.info/omny-card) for OMNY machine locations or [omny.info/retail](http://omny.info/retail) to find a retail store, pharmacy, check cashing or other location near you that refills cards.
- ✓ You get the same free subway-to-bus and bus-to-bus transfers as you did with MetroCard. Just tap your OMNY card when you transfer within a two-hour window.
- ✓ Earn free rides when you ride a lot. Tap your card for 12 paid rides within seven days and any additional rides within the seven days are automatically free. That means you won't spend more than \$17 over seven days.
- ✓ With a free, optional OMNY account (go to [omny.info/register](http://omny.info/register)), you can also see how close you are to earning free rides. OMNY transactions are safe and secure. The MTA does not share customer data.

Remember, your Reduced-Fare MetroCard will work until the expiration date printed on the back. We recommend you continue swiping to use up any remaining value on your MetroCard, and then start tapping with your OMNY card.

Welcome again to OMNY! If you have any questions, call 877-789-6669 from 8 a.m. to 8 p.m. on weekdays, or from 8 a.m. to 5 p.m. on weekends.

Thanks for riding with us.

MTA Reduced-Fare Program

As we transition to OMNY, some customer services such as card replacement and new sign-ups will need to be completed in person temporarily. Visit [new.mta.info/contact-us/customer-service-centers](https://new.mta.info/contact-us/customer-service-centers) for Customer Service Center locations.

Read this letter in Spanish, Chinese, Korean, Russian, Haitian Creole, and Bengali at [mta.info/reduced-fare](https://mta.info/reduced-fare)