

## U-Pass 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 U-Passes issued at launch will expire on June 30, 2018. The expiration date can be found on the back of the card. The U-Passes will work through the last date of the month the card expires.

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

All current U-Passes have an expiration date printed on the back. Cards will function as normal until the end of the month printed on the back 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 U-Pass is registered, you will receive emails alerting you to the upcoming expiration and detailing how to get your new Ventra Card. Information may also be available on your school's website.

### How can I get a new U-Pass?

The U-Pass administrator will receive the new, replacement U-Passes at the school prior to card expiration. Students may pick up their U-Passes upon notice from their Administrator.

### How much does a new Card cost?

There is no charge to continuing students to replace an expiring U-Pass.

### What about passes and transit value on my U-Pass?

Any passes or transit value on a continuing student's U-Pass will be transferred to the replacement U-Pass automatically and available to use upon activation.

If you haven't previously registered your U-Pass online at [ventrachicago.com](http://ventrachicago.com), you can still do so. If not, and you are not a currently enrolled or continuing student, you should either spend your balance down, or register your U-Pass and call or visit Ventra Customer Service to transfer existing balance to the new card you purchase and register the card. New Ventra Cards cost \$5, which may be refunded as transit value if the card is registered within 90 days.

Several safeguards have been put in place in order to protect your balance as your U-Pass nears expiration. You will receive notifications at Ventra Vending Machines that your U-Pass 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 U-Pass 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 U-Pass. 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 pass balance, and their U-Pass 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 U-Pass?

The new U-Pass has a new geometric design inspired by the Ventra 'V' but continue to provide all of the great features of the Ventra fare payment system. New U-Passes will now expire in seven years instead of five. The expiration date can be found in the right-hand corner of the new card.