

# SEPTA Information

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## **SEPTA Key Card Changes Starting May 4**

### *Lower Minimum Travel Wallet Load, Card Fee Reimbursement Program*

PHILADELPHIA (April 6, 2018) – Following the [end of token sales](#) at all SEPTA-operated locations, SEPTA will launch several enhancements to the SEPTA Key program for new and existing cardholders beginning May 4, 2018.

In response to customer feedback, the minimum amount to load funds onto the SEPTA Key Card Travel Wallet will be lowered from \$10 to \$5. The maximum per transaction will remain \$250. The Travel Wallet feature – the best option for customers who currently use tokens or tokens and transfers – offers the same discounted fare they pay today.

In addition, on May 4, the \$4.95 cost to buy a Key Card will go into effect. As an incentive to protect the customer's Transit Pass or Travel Wallet funds, against loss or theft, SEPTA will introduce a reimbursement offer when customers register a new Key Card purchased on or after May 4. If they register the Key Card within 30 days of the purchase date, the \$4.95 fee will automatically be applied to their Key Card Travel Wallet. These funds can then be used to pay for individual rides or towards the future purchase of a TransPass or One Day Convenience Pass. This reimbursement will not apply to any SEPTA Key Cards obtained prior to May 4 and will be limited to two Cards per Customer Account. Customers can register their Card online at [SEPTAKey.org](http://SEPTAKey.org) or by calling the Key Customer Call Center at 1-855-567-3782.

Since the public launch of the SEPTA Key in June 2016, SEPTA has issued more than 700,000 free Key cards to riders, and over 87 million trips have been taken by customers using the Key. Customers are reminded that the cards are reloadable and reusable, so they should keep their Key cards – just as they would a bank or credit card.

Customers who are still using tokens and legacy TransPasses are urged to make the switch to the SEPTA Key. It provides the same fare payment methods and discounts, but with added convenience and benefits including:

- One Card that can be loaded and reloaded with the SEPTA Transit fare of your choice
  - Weekly/Monthly TransPass, One Day Convenience Pass
  - Put money in the Card Travel Wallet and ride as you do today using tokens and transfers
- Protection against loss or theft when you register your Key Card
- Options to purchase fares at SEPTA sales offices, transit station/bus loop Fare Kiosks, online at [www.septakey.org](http://www.septakey.org).

For more information about the SEPTA Key, visit [www.septa.org/key](http://www.septa.org/key).

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