

Delay in Emb at 8:00 A.M
Trains are running slow.
Sorry for your inconvenience

From:

Station Agent ID# 7828

EMERGENCY
EMBARCADERO
EXCHANGE FOR NEW TRANSFER
WITH AGENT OR OPERATOR

FARE REFUND

CLIPPER REFUND REQUESTS:

For Clipper-related transactions please contact
Clipper Customer Service Center 877-878-8883
(TDD/TYY 711 or 800-735-2929)
Email: custserv@clippercard.org
Website: www.clippercard.org

**SFMTA CABLE CAR/TICKET VENDING MACHINE
REFUND REQUESTS:** SFMTA personnel are not
authorized to make refunds. If you wish to apply for a
refund, you must send a written request that
includes:

1. Time, date, location and description of incident.
2. Your name, mailing address and daytime phone number.
3. Tickets and stubs or passes as proof of purchase.

Send your request to:

ATTN: Refund Request
SFMTA Revenue
One South Van Ness Ave., Basement Level
San Francisco, CA 94103

Please note SFMTA refunds are only issued for
disruptions in service or equipment malfunctions.
Allow four weeks for processing.

AUGUST 2010