

Suppression Request Form

1. Complete this form and mail it to:

Metro Transit
Attn: Finance Administrator, 4th floor
560 Sixth Ave. N.
Minneapolis, MN 55411

Metro Transit will accept this form ONLY by mail and cannot accept .pdf or fax copies.

2. Confirm the card information has been suppressed by visiting metrotransit.org and entering the card's 16-digit serial number or by contacting Customer Relations at 612-373-3333. Please allow 7-10 business days for the card transaction information to be suppressed. If your suppression request has been processed, only information about the card's balance and last used date will be shared.

Suppression requests:

- cannot be reversed; a new fare card must be purchased if you no longer wish for the card information to be suppressed.
- are not transferable; a written request must be made with each card number.
- will delete and overwrite previous registration information (e.g. name, address, email, phone).
- do not limit cardholders' ability to replace the card value if the registered card is lost, stolen or damaged as well as access the transaction history ONLY when the optional fields are completed below and the 16-digit serial number is provided to Metro Transit. If the optional fields are not completed below, Metro Transit cannot release transaction history or offer balance protection.

Required Information

Date

16-digit Go-To Card number (located on the back of the card)

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Optional Information

To receive card transaction history or to transfer the value of this registered card to a new card (balance protection) the following fields must be completed. Once this form has been submitted, the security question and answer cannot be added or edited.

The security question should be a question that will prompt the same response each time you are asked and should not be generic, easily discoverable or only have a few possible answers (e.g. favorite color?). To be most secure, the question and answer should only be known to you. *Examples: Who was my favorite neighbor when I lived on Charles Street? What was my favorite book in high school? What was the name of my kindergarten teacher?*

Security Question

Security Answer