

## MBTA Perq for Work Program - FLASH PASS RETURN FORM

### Instructions:

Note that this form is for **Employee Flash Passes** only. If you need to deactivate Smart Cards (including LinkPasses and Local Bus Passes), please log in to your Perq administrator account at [perqadmin.mbta.com](http://perqadmin.mbta.com) and navigate to Employee Smart Cards → Smart Card Management.

All **Employee Flash Pass** returns (which includes monthly Commuter Rail, Commuter Ferry, and Express Bus passes printed on plastic cards) must be received by the **first Monday** of the benefit month printed on the pass; if the first Monday is a holiday, the Tuesday immediately following the Monday holiday is acceptable. Returns received after this date will not result in a refund on your account, and we are unable to return the **Employee Flash Pass** to you once you send it to us.

Adjustments to your account resulting from returned Flash Passes will be processed and available for review by the 16th of every month.

You **MUST** complete an **Employee Flash Pass RETURN FORM** legibly and completely, which must accompany the return of the physical **Employee Flash Pass(es)**. Forms received that have blanks or are otherwise incorrectly completed will not be honored and returns received without the correct forms will not be refunded. You may reproduce the form for your convenience.

**All returns must be sent to the address below ONLY.** Any returns delivered to another address will not be processed or refunded. Email and fax copies of the return forms cannot accompany the **Employee Flash Pass** and therefore cannot be accepted.

If you have any questions about returns, please contact customer service at (888) 844-0353 or [passprogram@mbta.com](mailto:passprogram@mbta.com).

### Check One Reason Box for Return:

**The employees who ordered the passes have had their commutes disrupted by COVID-19**

Example: The employees who wanted these passes are working from home or furloughed

**Flash Passes received do not match my order**

Example: I ordered two Commuter Rail Zone 1A passes, but I received three

**Flash Passes received do not match my packing slip**

Example: I received 10 passes, and the serial numbers on my packing slip range 22222200 through 22222209. However, the physical passes I received are numbered 33222200 through 33222209

**I received a duplicate order**

**The employee that I ordered a pass for has left the employ of my company prior to the start of the benefit month**

**Indicate the total number of Flash Passes you are returning:** I am returning \_\_\_\_\_ Flash Passes in total.

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Company Name

Company Number

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Perq Program Administrator Signature

Date

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Perq Program Administrator Printed Name

### **Mailing Address:**

CharlieCard Customer Service  
Flash Pass Returns  
P.O. Box 540515  
Waltham, MA 02451-9998