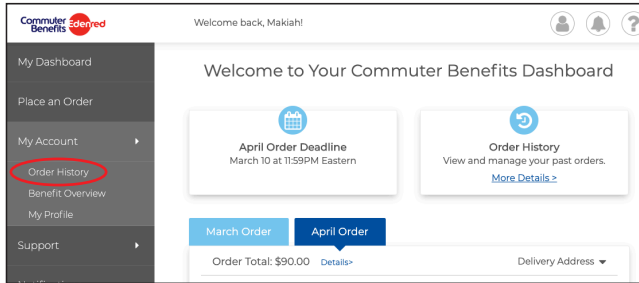


What to do if your Commuter Rail or Ferry Pass did not arrive

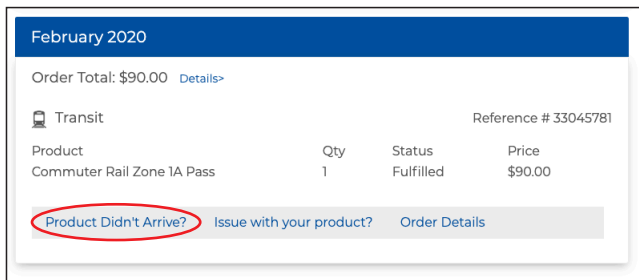
If your pass did not arrive, follow the steps below to request a refund online through your Edenred account.

1. Login to the Edenred Commuter Benefits Site by visiting: <http://www.commuterchoice.harvard.edu/mbta>, and use your Harvard Key credentials.

2. From the Dashboard, select 'My Account', then click 'Order History'.



3. On the Order History page, click 'Product Didn't Arrive'.



4. Review the guidelines, fill out the form, then click 'Submit Claim'.

Product	Qty	Unit Price	Total	Status
Commuter Rail Zone 1A Pass	1	\$90.00	\$90.00	FULFILLED

Please provide a brief description

Upload receipt (required)

5. A confirmation will display that your request has submitted. A check will be mailed to you in 5-7 business days.

Please Note:

- You must provide your original receipt for product you are claiming.
- You must purchase the same product(s) as your original order.
- Claims must be submitted no later than the 10th of the benefit month or month of intended use.
- You can only submit a Refund Claim Form once per calendar year.
- Lost passes are not eligible for refunds.