



Dear Passholder:

Welcome to Compass! If you are new to TransLink's electronic FareCard and/or to using a monthly pass, we encourage you to read the enclosed Compass Customer Guide, call our call centres, and/or go online to have your questions answered (see below for contact information).

What you need to know:

- We encourage you to register your card to protect your pass and any stored value balance, in the event your card is lost or stolen. Registration also allows you to review your travel and transactions online.
- Your pass only covers travel for the number of zones specified to us by your employer. If you plan to travel additional zones periodically, please put a small amount of stored value on your card *prior to traveling*, to cover the extra travel. If you do not have stored value on your card to cover the extra zone(s), your card will go into a negative state and the gates will not open on your next journey, regardless of having a pass on your card.
- Please remove your card from your purse or wallet to tap or your tap may not register and you may be charged for extra zones.
- If your pass is lost or stolen (and it's registered) call the call centre at 604.398.2042 immediately to have it blocked. The call centre will assist you with the replacement process for the current month. As soon as you have a new card you must notify your administrator so that your next month's pass can be loaded to your new card. If your card is not registered only your administrator can assist you with replacing the pass that was on the card.

Who to contact:

- Card Registration: www.compasscard.ca or 604.398.2042
- Questions about transactions on your Compass card: 604.398.2042 or customerservice@compasscard.ca
- Lost or Stolen card: 604.398.2042 **and** your company administrator
- Questions regarding your pass as a benefit through your company: your company administrator.
- Trip planning or scheduling: www.translink.ca or 604.953.3333
- General Information: www.translink.ca or 604.953.3333
- Comments regarding service: email <http://feedback.translink.ca/> or 604.953.3333.
- Compass FAQ <https://www.compasscard.ca/Help>

Thank you for using Compass!

