

Frequently Asked Questions

How do I get a SmartLink Card?

PATH is pleased to announce that using SmartLink just got easier! You may now purchase a SmartLink Card, add trips or an Unlimited Pass, and manage all account functions online at pathsmartlinkcard.com. You may still purchase a pre-loaded 10-trip SmartLink Card from in-station blue dispensing machines for \$18 (\$13 for trips, plus a \$5 card fee). Machines are located at all five PATH terminal stations (33rd Street, World Trade Center, Newark, Hoboken, and Journal Square) as well as Exchange Place. World Trade Center has an additional dispenser that sells the SmartLink Card with no pre-loaded trips for the \$5 card fee. These dispensing machines accept CASH ONLY.

Customers may purchase a card through the mail by submitting a PATH SmartLink Card Application Form, available from any in-station Passenger Information Agent, as well as online at pathsmartlinkcard.com.

Can I use commuter benefits with the SmartLink Card?

Any commuter benefits credit/debit card or stored value card may be used at PATH vending machines to add trips or an unlimited pass to the SmartLink Card. The SmartLink Card itself may be purchased either from one of the convenient in-station blue dispensers or through the mail. Customers receiving commuter benefits vouchers should ask their benefits provider whether they can switch to a credit/debit card or stored value card.

When do trips or unlimited passes on the SmartLink Card expire?

Trips loaded onto a SmartLink Card do not expire and can be used as long as the card is kept in good working condition. Unlimited passes are valid from the first day of use until their expiration date.

What happens if the SmartLink Card is lost or stolen?

Registered SmartLink cardholders should call us immediately at 1-800-234-PATH/7284 and follow the prompts for the SmartLink Card. We will replace the unused trips and unlimited passes recorded in our system at the time the card was reported lost or stolen. A five-dollar (\$5) fee applies to all replacement SmartLink Cards.

Why register the SmartLink Card?

Only registered SmartLink Cards are eligible for the replacement of any unused trips and unlimited passes if the card is lost or stolen. To register the SmartLink Card, visit pathsmartlinkcard.com and click on the "Register Full Fare SmartLink Card" link. Cardholders may also pick up a PATH SmartLink Card Application Form (available at most PATH stations or via download from the PATH Web site), complete the registration section, and return the form to us. PATH respects the privacy of its customers and does not sell any of the personal information collected.

Note: All Senior SmartLink Cards are automatically registered.

PATH SmartLink Service Center
P.O. Box 6300
Jersey City, NJ 07306-6300

1-800-234-PATH/7284
pathsmartlinkcard.com
5/2008



PATH SmartLinkSM

The smart way to go.



*The reliable, reusable,
refillable fare card.*

Visit the new
pathsmartlinkcard.com
and manage your
account online!

pathsmartlinkcard.com



What is SmartLink?

SmartLink is PATH's new electronic fare card that keeps track of the number of available trips and unlimited passes.

Simple to use, the SmartLink Card never leaves your hand - just touch and go!

You can register your SmartLink Card to protect its balance against loss or theft, add trips or an Unlimited Pass, and manage all your account functions online at pathsmartlinkcard.com.

SmartLink is durable and meant for long-term use - you can load trips onto the card at any in-station PATH vending machine in 1-, 2-, 4-, 10-, 20-, or 40-trip denominations (1-, 2-, 5-, 10-, 20-, or 40-trips for Senior SmartLink Card users).

You can also purchase PATH's new 1-, 7-, and 30-day unlimited passes, which are valid from the first day of use until their expiration date.

Once you add a trip or unlimited pass to your SmartLink Card, you're good to go. Just place your card against the center of the target on the turnstile to enter PATH.

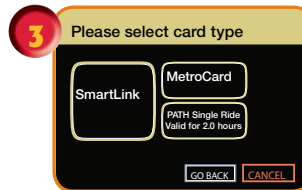
How to use your PATH SmartLinkSM Card.



Press the "Start" button on the monitor screen.



Press button for the language you wish to use.



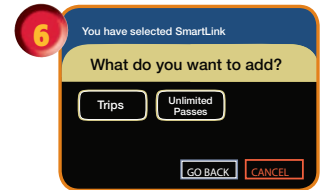
Press the "SmartLink" button on the monitor screen.



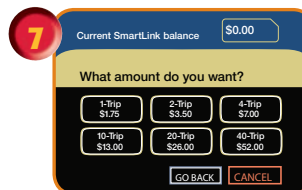
Press the "Refill Your Card" button on the monitor screen.



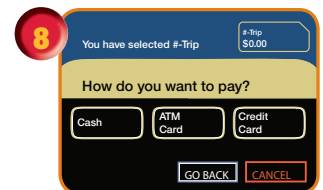
Place the SmartLink Card against center of target.



Select the product you wish to add—"Trips" or "Unlimited Passes."



Select the number of trips or type of unlimited pass you wish to purchase.



Pay using cash, ATM/debit card, or credit card.



Place card against center of target a second time to receive trips or unlimited pass purchased.



Place card against center of target on turnstile. That's it! You've made the smart move.