

LOST OR STOLEN HSR U-PASS PRESTO CARDS

What happens if I lose my HSR U-Pass PRESTO card?

You need to report your lost or stolen card by immediately contacting PRESTO either;
Online or
By phone at 1-877-378-6123

Instructions for a Lost or Stolen REGISTERED HSR U-Pass PRESTO Card

If registered, we recommend visiting a Customer Service Centre (Compass Information Centre, HSR Customer Service Centre, GO Transit) to report it lost and purchase a replacement card for \$16 (\$6 card issuance fee plus a \$10 minimum load).

Once you have your replacement card, contact PRESTO to have any e-purse funds and HSR U-Pass transferred onto the new card.

DO NOT register the new card before contacting PRESTO.

For further information, please go to this link <https://www.prestocard.ca/en/about/FAQ/report-lost-card>. **It can take up to 24 hours for your lost card to be blocked.**

Instructions for NON-REGISTERED HSR U-Pass PRESTO Card

If you lost your **HSR U-Pass PRESTO card** and it was **not registered**, you need to visit Compass Information Centre to obtain the 17-digit PRESTO card number and 3-digit security number for the card that was issued to you.

You then need to register your lost PRESTO card using the information provided by Compass. Once the card is registered you then need to report it lost. You must pay the \$25 replacement fee and you will be issued a new PRESTO card.

Once you have your replacement card, contact PRESTO to have any e-purse funds and HSR U-Pass transferred onto the new card. **DO NOT** register the new card before contacting PRESTO.

NOTE – If you do register the new card, your card balance cannot be transferred and you will have to purchase another card. PRESTO will transfer all account information, Pass products and any e-purse balances over to the new card. **This can take up to 24 hours.**

Need HSR route, schedule or fare information?

 905.527.4441

@HSR

 www.hamilton.ca/hsr

