



**FOR IMMEDIATE RELEASE**

## Metra waives \$5 ticket refund fee

CHICAGO (March 13, 2020) – Metra will waive its \$5 handling fee for Monthly Pass refunds due to the number of Metra customers forced to restrict travel and work from home due to the COVID-19 virus.

Under Metra’s refund policy, Monthly Passes will be refunded on a percentage basis depending on the date returned. Metra policy prohibits refunds after the 18<sup>th</sup> day of the month. All Metra passes submitted for refund by Monday, March 16 will be refunded as if the last day of use was Friday, March 13.

Metra is not permitted to issue direct refunds on passes purchased through a tax-deferred transit benefit program. Customers using these programs must submit their refund requests through their employer or program provider.

Metra riders, with the exception of those participating in Transit Benefit programs and those who ride the three lines operated by the Union Pacific Railroad with a paper ticket, may request a refund by going directly to a Metra ticket agent, using the “Contact Us” form on Metra’s website, [metrarail.com](http://metrarail.com) (include your name, email address, phone number and whether the monthly ticket was a paper or electronic ticket), or by calling 312-542-8398 to begin the refund process.

UP customers with paper tickets wanting a refund can either visit a ticket agent or print out a form from [metrarail.com](http://metrarail.com) (find it by searching the word “refund” on the website) and mail it to:

Union Pacific Railroad  
Revenue Accounting Department  
2 N Riverside Plaza, Suite 1700  
Chicago, IL 60606

Only Monthly Passes are eligible for a refund.

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### **About Metra**

*Metra is one of the largest and most complex commuter rail systems in North America, serving Cook, DuPage, Will, Lake, Kane and McHenry counties in northeastern Illinois. The agency provides service to and from downtown Chicago with 242 stations over 11 routes totaling nearly 500 route miles and approximately 1,200 miles of track. Metra operates nearly 700 trains and provides nearly 281,000 passenger trips each weekday.*

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