



## Punch Card Sunset FAQs

Why are we transitioning from punch cards?

- We're making payments easier and more sustainable! As part of this transition, we're phasing out paper punch cards for SW Prime rides. This change is a win for everyone, offering a better payment experience and helping reduce waste.

When will the new payment options be available?

- The new payment options are already available! Look below to discover your options. Note that punch card sales will continue until December 31, 2024.
  - We're currently working on a solution for TAP participants and students. More details to follow.

Until when can customers use their punch cards?

- Customers can use their punch cards until March 31, 2025. This gives everyone ample time to transition and start enjoying the established payment methods.

What convenient new payment options can customers use?

- Customers can recharge their Prime account online/ in-app with card, pay with exact change to the driver, or recharge their account in-person at stations using cash or card. These flexible options cater to all our customers' needs.

How can I redeem unused punches for credit after the acceptance period is over?

- Visit our Customer Experience team at the times and locations below.

What resources are available for customers during this transition?

- Our Customer Experience team is dedicated to making this transition as smooth as possible for you. For more information or personalized assistance, please reach out to us (below).

### **SouthWest Transit Customer Experience:**

[customerservice@swtransit.org](mailto:customerservice@swtransit.org)

952-949-2287

Monday-Friday 6:00 AM – 6:00 PM

For in-person assistance, visit us at the locations and times below.

#### **SouthWest Station (Eden Prairie)**

- 13500 Technology Dr.
- Monday – Friday, 6:00 AM – 6:00 PM

#### **SouthWest Village (Chanhassen)**

- 650 SouthWest Village Dr.
- Tuesday, 6:00 AM – 9:30 AM
- Monday – Friday, 2:00 PM – 6:00 PM

#### **East Creek Station (Chaska)**

- 2120 Chestnut St. N.
- Wednesday, 6:00 AM – 9:30 AM