NEED TO REPLACE YOUR YOUTH CLIPPER CARD?
Here’s what you need to know...

Replace BY PHONE

- Call Clipper Customer Service at 1-877-878-8883, weekdays from 6 a.m. to 8 p.m.; weekends from 8 a.m. to 5 p.m.

- Say, “Hi, my name is [your name], and I need to replace a youth Clipper card.”

- You will be asked to provide your Clipper card number (if you have it), your name, and email address (the email you provided on your original program application).

- To verify your identity, you will be asked a security question or for your date of birth, address and phone number as entered on your original application.

- You will be asked to pay a $5 fee to receive a new card with your Student Transit Pass loaded onto it. Have a credit card ready to make this payment.

- Confirm with the representative that your new card will be mailed to your home address in 1-2 weeks. Confirm that the address on file is the best place to send your replacement card.

- If you do not receive your card within 3 weeks, please contact Clipper Customer Service again or see your Student Transit Pass Program Site Administrator.

DON’T FORGET
Your Clipper card has value. Keep it in a safe place!

The card you were issued is for your use only. Do not loan it to anyone else.
Register your card

1. Go to www.clippercard.com
2. Click Register a card in the left menu
3. Input all information requested in the Registration Card window
4. Enter your 10-digit Clipper card serial number from the back of your card. Then click Register Card button.
5. Check the Consent box
6. Create a password you will remember!
   Password must include three of the following:
   - Upper-case letter
   - Lower-case letter
   - A number
   - A symbol (!, @, #, $, %, ^, *, ?, _, & or ~)
7. Select a security question and answer
8. Click Next and complete your registration.
9. Congratulations! You can now manage your card online, including requesting a replacement card if yours is lost or stolen.

Report your card lost or stolen

1. Log into your registered account at: www.clippercard.com
2. Click Report lost, stolen, or damaged card
3. To receive a replacement card, select Replace my card and restore remaining value ($5 balance restoration fee)
4. Enter payment information in the payment window (not shown).
5. Update billing address for the credit card if it differs from the address where you want the replacement card mailed.
6. Write down your reference number for safekeeping
7. Click Submit when finished. The missing card will be deactivated immediately.

Have Questions or Need Help?
Ask your school’s STPP Site Administrator for help.

The Student Transit Pass Program is funded by Measure BB, Alameda County’s transportation sales tax approved by voters in 2014.