



Policy For Autoload of Hotlisted SunCards

WHAT IS A HOTLISTED SUNCARD?

Temporary deactivation of SunCards that have fallen into a negative balance.

REASONS FOR HOTLISTING:

1. To encourage and educate riders on the proper management of their SunCard balances and trip behavior.
2. To maximize efficiency of the Finance Office and Customer Service Center by directing resources toward delivery of the best customer experience.

PROCEDURE:

1. A rider with a SunCard hotlisted twice per month or more will be required to add an AUTOLOAD to their account.
2. AUTOLOAD links a credit or debit card to the SunCard loaded with a pass or prepaid value, to replenish funds with a pre-set amount. Customers may choose the amount, which will automatically take effect when the prepaid balance falls below \$10.00 or 5 days before the weekly, monthly or annual pass expires.
3. The pre-set amount is a minimum of \$10.00 for SunCards with prepaid value.

BENEFIT:

Set it and forget it! AUTOLOAD saves SunCard holders time and effort by alleviating the need for a card to be hotlisted requiring a call to Customer Service to reconcile the account.

IMPORTANT INFORMATION FOR CUSTOMERS:

1. There is no charge to set up AUTOLOAD.
2. Fare policy requires riders to tap on and tap off and purchase correct fare. If we notice a trend of misuse, not having the correct pass or not tapping on and off, the card is automatically hotlisted.
3. If a customer is hotlisted twice in a month, it will be required that he/she sets up an AUTOLOAD.
4. Cancellation of AUTOLOAD is available at anytime on **account.SunRail.com**