



## ATTENTION

Dear Gwinnett County Transit (GCT) Customers,

GCT wants to inform you about the potential to be overcharged for a fare. The overcharge can occur with customers who have multiple passes—Zone 1, Zone 2, or Local—loaded onto one Breeze card. Unfortunately, the fare box will pull from the pass that was activated first, even if that pass is for a service with a higher fare. For instance, if you have a Zone 1 and Zone 2 pass loaded on one Breeze card, you could be charged a Zone 2 trip when you are riding a Zone 1 or Local route. We are working expeditiously to correct this issue and will update you once a solution has been implemented.

In the meantime, we are asking that you please use a separate Breeze card for each service you ride. This is a temporary solution to ensure that our passengers are not overcharged while taking advantage of the discounts provided to multi-ride pass holders. Additionally, you may also load a Zone 1 pass and add stored cash value to cover the upcharge when traveling in Zone 2. Keep in mind that when paying an upcharge, you forfeit the multi-ride pass discount.

Lastly, we encourage you to review your Breeze balances on [www.breezecard.com](http://www.breezecard.com). In the event you have been overcharged, please contact GCT Customer Service at 770.822.5010 for a stored-cash-value refund. Unfortunately, we are unable to refund trips on a Breeze card and can only refund stored cash value.

Thank you and we appreciate your continued patronage.

For more information, please contact GCT Customer Service at **770.822.5010**, Monday through Friday from 6:00am to 8:00pm, and Saturday from 7:00am to 8:00pm.

[www.gctransit.com](http://www.gctransit.com)  Gwinnett County Transit  @gctransit