Autoload:

By setting up Autoload, you authorize Ventra to automatically add value or passes to your Ventra Transit Account by means of a bank or payment card account. Ventra will process an Autoload payment whenever one of the following occurs: (1) your transit value balance falls below $10.00 or (2) three days prior to the expiration of a pass. For payment cards, the Autoload will occur when the payment has been successfully authorized. For bank accounts, the Autoload will occur after an ACH request has been successfully submitted to your bank.

This agreement will remain in place until you advise Ventra that you wish to unsubscribe from the Autoload program. You may cancel this agreement using the Ventra website, calling the Ventra Customer Call Center, or in person at the Ventra Customer Service Center.

Any Autoload payments that were processed prior to the cancellation of your participation in the Autoload program will not be reversed or otherwise credited back.

For Autoload to be successful, you must ensure that your payment and contact details are current and valid. If the registered Autoload funding source is a payment card, you will receive notification prior to the expiration date stored in your Ventra account.

The Autoload payment will be shown as "Ventra Services" on your bank or payment card statement.

If an Autoload payment is declined prior to value or a pass being added to your Ventra Account, you will receive notification and instructions for updating your payment details. Once updated, the system will resubmit a request for payment and Autoload processing will continue.

If an Autoload payment is declined after the value or pass has been loaded to the account, the value and/or pass will be removed from the account and the subscription to the program will be automatically cancelled. As a result, you may not be able to travel using your Ventra Account.

Ventra reserves the right to decline any request to set up an account for Autoload or to accept an alternative payment (bank or payment card) source to prevent fraudulent use or abuse of the Ventra program.