



The Next Generation of Clipper is Here!



Insider's Guide
DECEMBER 2025

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The next-generation Clipper system has officially begun its rollout. Everyone can take advantage of two key features—you can pay **adult fares** with a contactless bank card, and you can apply for Youth and Senior discount cards through online applications.

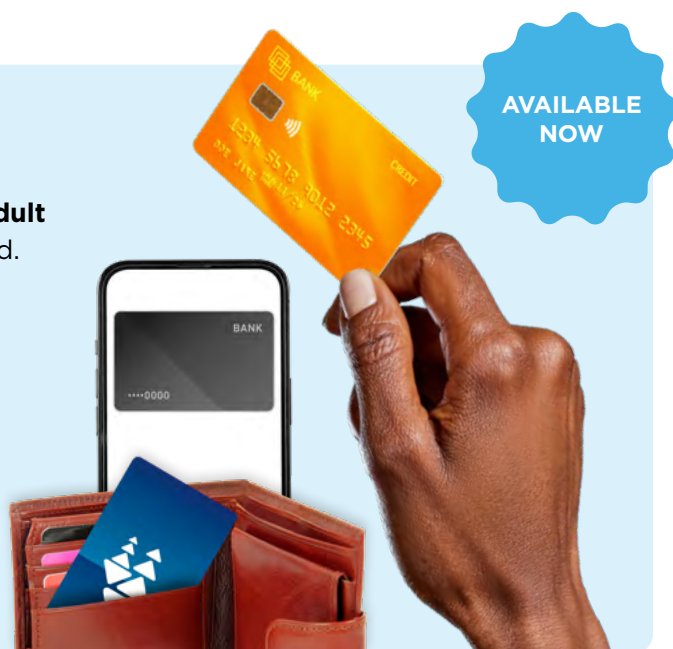
Contactless Bank Card Payments

Use a plastic or mobile contactless bank card—Visa, Mastercard, American Express, or Discover—to pay **adult** transit fares. Each rider must use a separate bank card.

Get charged correctly!

Avoid incorrect charges:

- ▶ Take your **plastic** Clipper or bank card out of your wallet before you tap on
- ▶ Select your **mobile** payment option before tapping your device
- ▶ Use the same card to tap in and out, as needed



Online Youth and Senior Clipper Card Applications

Apply online for Youth and Senior Clipper cards at **clippercard.com**.

Youth and senior discounts are only available through Clipper. You will not get a discount if you pay your fare with a contactless bank card.



Checking Your Clipper Balance

As Clipper card balances are no longer available on Clipper readers, here are four ways Clipper card users can access their Clipper balances 24/7:

- ▶ Log into the Clipper app or website (if your card is registered)
- ▶ Check your mobile wallet (if you have a mobile card)
- ▶ Call Clipper Customer Service at 877.878.8883
- ▶ Tap your card at a ticket machine



Get Early Access to Next-Generation Clipper!



Don't wait! Upgrade your card **now** to access all the new features and benefits of next-generation Clipper. Here's how to start:

If your card is registered...

- ▶ Log on to your account at clippercard.com, or
- ▶ Log on to the Clipper app

If your card is unregistered...

- ▶ Call the Clipper Customer Service Center at 877.878.8883 and talk to a customer service representative

The next day, tap your Clipper card to a Clipper reader—that first tap may take a few seconds longer than usual. Once you tap, the upgrade is automatic and Next-Generation Clipper features and benefits are available to you.



AVAILABLE
THROUGH
EARLY ACCESS

Next-Generation Clipper Features and Benefits start here...



▶ **Instant Value:** When you add value to your Clipper card through the Clipper website or mobile app, it will be available immediately.



▶ **Clipper Balance Transfers:** Combine value—transferring cash balances from one or more Clipper cards to a single card, using the Clipper website or mobile app.



▶ **Real-Time Account Information:** While balances will no longer display on Clipper readers, you can check your balance and transaction history in real time at your online Clipper account, in your mobile wallet, at a station ticket machine, or by calling Clipper Customer Service at 877.878.8883.



▶ **Free and Discounted Transfers:** Get discounts up to \$2.85 when you transfer from one agency to another, whether using Clipper or a contactless bank card.

AVAILABLE
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Next-Generation Clipper Features and Benefits continued...



► **Frequent Rider Maximums:** On participating transit agencies, once you complete a certain number of daily, weekly or monthly trips, all subsequent trips taken during the rest of that period are free. Types of maximum offerings vary by transit agency.

Transit agencies offering fare maximums include: AC Transit, City Coach, County Connection, FAST, Marin Transit, SamTrans, Santa Rosa CityBus, SMART, SolTrans, Tri Delta Transit, VTA, WestCAT and Wheels.



► **Multiple Account Management:** Manage someone else's account or give someone else access to manage your account.



► **Improved Auto-Reload:** You can choose when Auto-Reload automatically adds value to your card. Pick between balance-based (when a pass expires or the balance falls below \$10) or time-based (on a regular weekly or monthly basis).

Take advantage of these resources today!



► **Improved Customer Service:** Clipper customers will now benefit from enhanced support through a new customer service phone system and an online chat feature.



► **Contactless Bank Card Trip History:** If you use a contactless debit or credit card to pay, you can review your fare charges on the **Clipper website**. Visit clippercard.com and click on "Bank Card Trip History" at the bottom of the page.

Coming soon...



► **Paratransit Fare Payment:** In the future, all participating Bay Area paratransit operators will accept Clipper for fare payment.