



## RC AT CF RICHMOND CENTRE TRANSIT PASS PROGRAM

Welcome to RC at CF Richmond Centre. As part of our commitment to creating a well-connected and convenient community, we're pleased to introduce the Transit Pass Program, an initiative designed to support sustainable transportation and make it even easier for you to take advantage of our on-site SkyTrain access.

This program, developed in coordination with the City of Richmond and TransLink, offers eligible residents access to a complimentary Compass Card pass (up to 2 zones), loaded monthly, until the program's dedicated funds are fully allocated. Details on eligibility, registration, and usage are provided in the attached materials.

To get started, please refer to the attached information and visit [www.awmalliance.com](http://www.awmalliance.com) to submit your Transit Pass Request form. If you have any questions, the property management team is available to assist.

Sincerely,  
SHAPE

—  
**SHAPE**

[info@everythingatrc.com](mailto:info@everythingatrc.com)



Dear Compass Card Holder:

Welcome to Compass! If you are new to TransLink's electronic FareCard and/or to using a monthly pass or stored value, we encourage you to read the enclosed Compass Customer Guide, call our call centres, and/or go online to have your questions answered (see below for contact information).

What you need to know:

- We encourage you to register your card with Compass Customer Service to protect your pass and/or stored value balance, in the event your card is lost or stolen. There is no loss protection for unregistered cards. Registration also allows you to review your travel and transactions online.
- You may use stored value on your card towards the purchase of a pass or upgrade a pass by contacting Compass Customer Service. Also note, if your card has a negative balance and a pass, the pass will not work and the gates will not open until you clear the negative balance.
- Please remove your card from your purse or wallet to tap or your tap may not register and you may be charged for extra zones.
- If your card is lost or stolen (and it's registered) call the call centre at 604.398.2042 immediately to have it blocked. The call centre will assist you with the replacement process for the current month. As soon as you have a new card you must notify your administrator so that your next month's pass and/or stored value can be loaded to your new card.
- A pass and/or stored value loaded to your card in connection with a program is only refundable to the program.

Who to contact:

- Card Registration: [www.compasscard.ca](http://www.compasscard.ca) or 604.398.2042
- Questions about transactions on your Compass card: 604.398.2042 or [customerservice@compasscard.ca](mailto:customerservice@compasscard.ca)
- Lost or Stolen card: 604.398.2042 and your company administrator
- Questions regarding your pass or stored value as a benefit through your building: your administrator.
- Trip planning or scheduling: [www.translink.ca](http://www.translink.ca) or 604.953.3333
- General Information: [www.translink.ca](http://www.translink.ca) or 604.953.3333
- Comments regarding service: email <http://feedback.translink.ca/> or 604.953.3333.

Thank you for using Compass!

## RC at CF Richmond Centre Transit Pass Program:

As a registered owner at RC at CF Richmond Centre, you are eligible to access the Transit Pass Program being administered by TransLink.

### General Information:

- TransLink will load Compass Cards with up to a 2-Zone monthly pass.
- Compass Card passes will be allocated on a first come, first served basis until the budgeted funds are exhausted.
- Compass Card passes will be automatically renewed until the budgeted funds are exhausted.
- Residents will be required to provide their own Compass Card numbers (physical cards will not be provided as a part of the program).
- Compass card number must be provided to the property manager before the 12<sup>th</sup> of the month, and funds will be loaded on the 1<sup>st</sup> of the following month
- Residents are responsible for their own replacement cards if cards are lost or stolen and must notify the property manager of replacement.
- Residents are responsible for providing complete and accurate information to obtain a pass.

### Who to contact:

- If you would like access to our Compass Card program, please visit [www.awmalliance.com](http://www.awmalliance.com) and, once logged in, visit the Management Office tab to submit the Transit Pass Request form.