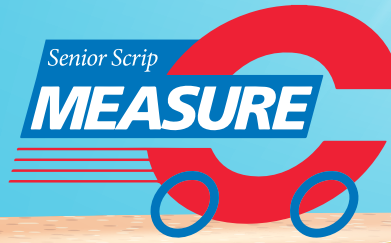


# HELLO Summer

from



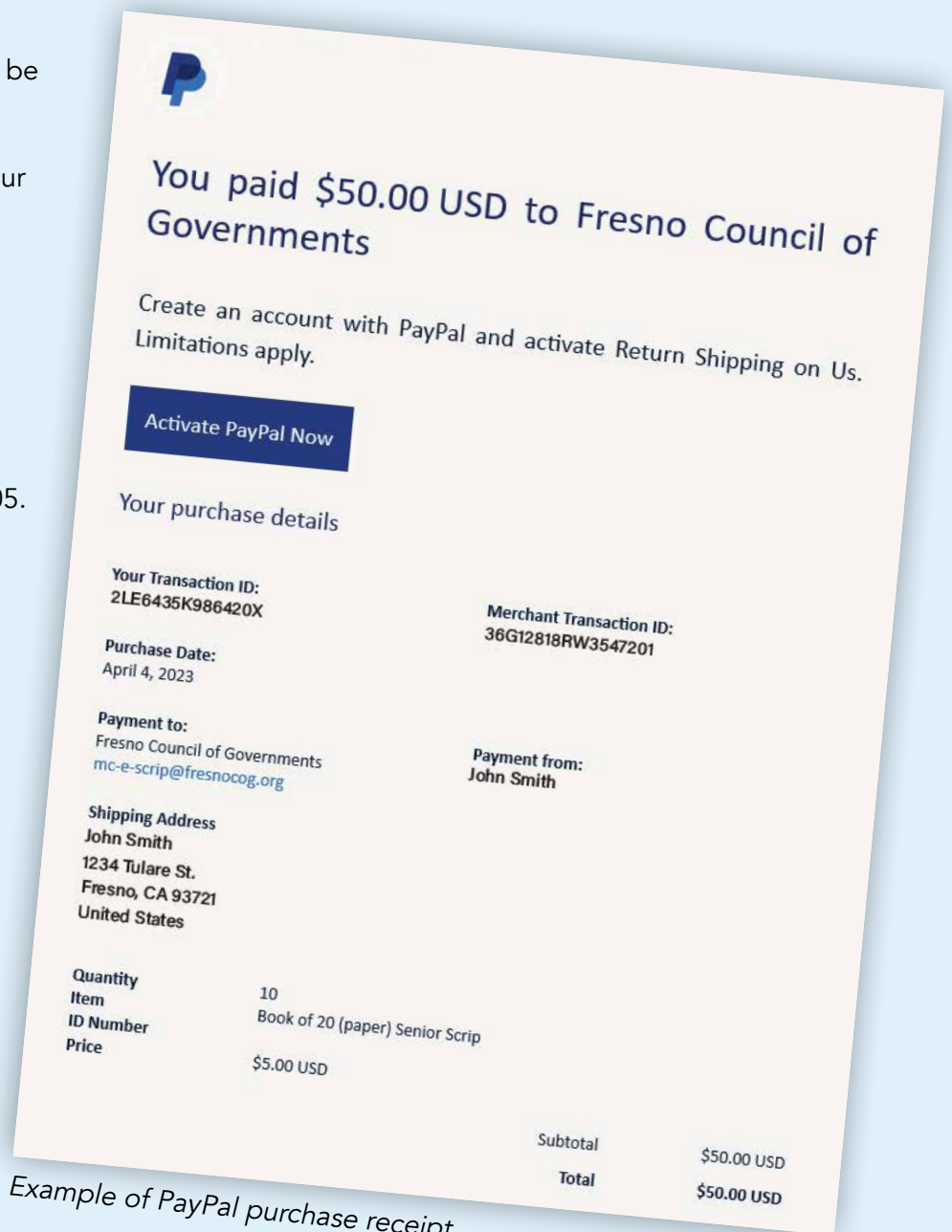
## SUMMER 2023 NEWSLETTER

Summer is in full swing; the days are longer and the sun brighter. You may be eager to visit friends and family while avoiding the excess heat by riding in an air-conditioned vehicle. Luckily, your Senior Scrip program is here to help you do just that. If you have paper scrip coupons on hand or electronic-scrip (e-scrip) credits in your account, you may call for a taxi or a Lyft-Uber (via GoGoGoGrandparent) to come pick you up. For any questions about purchasing scrip, please call Fresno COG at (559) 233-4148, extension 205.

### Did you know?

If you make a senior scrip purchase online or via phone using a credit or debit card you will receive a payment confirmation email from PayPal regarding your scrip purchase. In addition, the credit card transaction will appear on your statement as a charge from PAYPAL \*FRESNOCOUNC."

You do not have to create or have a PayPal account to make a scrip purchase with a debit/credit card.



Example of PayPal purchase receipt



# Fresno Council of Governments

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Fresno, CA 93721  
[www.fresnocog.org](http://www.fresnocog.org)

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## Questions and Answers

1. **Do I have to notify the taxi driver that I am paying with scrip when I call to book my ride?**  
Yes. Always notify the taxi driver while you are booking your ride that you will be paying with senior scrip.
2. **Can I make multiple stops while taking a taxi or Lyft-Uber?**
  - For taxis, it is at the discretion of the driver. Please notify the taxi driver when you book your ride that you intend to make multiple stops along the route. Please take into consideration that there may be additional fees depending on the location and time spent on those stops.
  - For Lyft-Uber, please notify the operator when booking your ride that you intend to make multiple stops along the route and provide the addresses of those stops. You should stay at each stop for no more than 3 minutes, or you could be charged an extra fee.

## Charge Dispute Procedure

Senior scrip is non-transferable, non-refundable and non-negotiable. However, if you make a purchase online or via phone and would like to request a refund, please contact us directly by calling 559-233-4148 Ext. 205 before you dispute the charge with PayPal or your bank first, instead contact us directly. If you dispute the charge with PayPal or your bank, they will charge the program a dispute fee of \$15.00 which will be passed along to you. This \$15.00 fee will have to be paid by you before you can make another scrip purchase.

Join our newsletter email list by sending us your email address:  
Email: [mc-escrip@fresnocog.org](mailto:mc-escrip@fresnocog.org)  
Phone: 559-233-4148