

Frequently asked questions...

Q: What if my NEXUS card is replaced by Customs, malfunctions, or is lost?

A: NEXUS is a joint program of the U.S. and Canadian governments. The Niagara Falls Bridge Commission is not responsible for distribution or quality control of NEXUS cards. If your card malfunctions and your entry to the Whirlpool Bridge is rejected, your card may be defective. However, if your NEXUS card is replaced by Customs or is lost, your remaining toll balance may be refunded with an appropriate receipt.

Q: How do I get a refund?

A: If you require a refund of your NEXUS/Toll account balance, fill out a refund form, which can be obtained at the NEXUS/Toll Enrollment Kiosk at the Whirlpool Bridge or by visiting our website at www.niagarafallsbridges.com

No refunds will be given without a receipt.

Q: Can I replenish my NEXUS/Toll card at other locations?

A: The NEXUS/Toll card can be replenished at the Whirlpool Bridge with cash or it can be replenished online. Please visit <https://nexus.nfbridges.com> for online replenishment instructions. Visa or Mastercard is accepted, and there is a \$20.00 minimum for online replenishments.

Q: What do I do if I get a new NEXUS card?

A: Every new card issued by NEXUS has a unique number built into the card. This unique number identifies your account with the NFBC. If you receive a new NEXUS card and have an

existing account with the NFBC, your balance will be transferred to your new card number. This process takes approximately 2 weeks. In the meantime, you can continue to use your old NEXUS card for **toll only**. Please keep a copy of the NFBC receipt from your original NEXUS card until your balance has been transferred. Once your new card is used for toll, the old card will automatically be canceled in the NEXUS/Toll program.

Other Helpful Reminders:

- Your receipt from the Toll Enrollment Kiosk at the Whirlpool Bridge is the only way to get a refund if your card malfunctions, is replaced by NEXUS, or is lost or stolen.
- The NEXUS card is a U.S./CDN government program. The Niagara Falls Bridge Commission has no control over the NEXUS card regarding quality control. If your card malfunctions and your entry to Whirlpool is rejected, your card may be defective.
- Your NEXUS/Toll card is also accepted at any open lane at Rainbow or Lewiston-Queenston. However, replenishments cannot be made at these two crossings. All replenishments of NEXUS/Toll must be done with cash at Whirlpool, or online at: <https://nexus.nfbridges.com> with Visa or Mastercard.

Niagara Falls Bridge Commission

United States: 716-285-6322

Canada: 905-354-5641

www.niagarafallsbridges.com



NEXUS/ Toll Program

**For prepaid toll enrollment
information, see inside.**

How to enroll in the NEXUS/Toll program:

1. Visit the NEXUS/Toll Enrollment Kiosk at the Whirlpool Bridge.
2. You must possess a valid NEXUS card and use cash to prepay toll charges.
3. **Select U.S. or Canadian currency. Once a currency is selected, you must continue to use that selection for future replenishments.**
4. Place your NEXUS card on the designated shelf and follow the step-by-step instructions that appear on the screen.
5. When the transaction is complete, you will receive a receipt containing your NEXUS number. Save this receipt and keep the most recent receipts from future transactions as you will require the NFBC ID number noted on the receipt if you wish to check your account balance or make future payments online.
6. Call boxes are located next to the enrollment kiosk and at the NEXUS Toll Lane.

Using your NEXUS card at Whirlpool:

When you present your NEXUS card to the NEXUS Toll Lane at the Whirlpool Bridge, your card will be checked and a toll charge will be deducted from your account. A successful operation will be signaled by a green light, the amount of your toll charge will be displayed on the patron fare indicator and the gate will open. You are then cleared to proceed across the bridge. You must then present your NEXUS card at Customs.

Depending on your current account balance and the fare amount, your account could be reduced to less than a full fare. You will still be allowed to cross but will receive a low balance light and your account will have a negative balance. When you replenish your account, this negative amount will be deducted from the amount you place on your account.

Messages you will encounter:

Account Balance	Patron Fare Message	Traffic Light	Gate	Action Required
Greater than or equal to 3 fares	Fare charged to account is displayed	Green	Gate Up	No action required
Less than 3 fares	Low Balance	Yellow	Gate Up	Account needs replenishing
Less than zero	Insufficient Funds	Red	Gate stays down/ crossing denied	Account must be replenished

Replenishing your NEXUS /Toll at Whirlpool:

If you see the fare charged to your account displayed when presenting your NEXUS card, you have an adequate balance to pay the toll. When you first receive a “Low Balance” message, you have approximately 3 more trips with your current account balance before passage will be denied. If your message is “Insufficient Funds”, you must park in the area marked NEXUS enrollment and visit the NEXUS/Toll Enrollment Kiosk.

- OR -

You can replenish your NEXUS online. Please visit <https://nexus.nfbbridges.com> for online replenishment instructions. Visa or Mastercard is accepted, and there is a \$20.00 minimum for online replenishments.

Procedure for replenishing account:

1. Place card on designated shelf
2. Feed bills into currency acceptor. Only the currency (U.S./CDN) selected at time of enrollment can be used.
3. When you finish prepaying your account, remove your card.
4. Receipt will print with the amount prepaid and current balance. Return to the NEXUS Toll Lane and present your NEXUS card. Upon presentation of the card, you will receive a green light, the fare charged is displayed on the patron fare indicator and the gate will open.

NEXUS/Toll and E-ZPass:

Both NEXUS/Toll and *E-ZPass* will be accepted at the Rainbow and Lewiston-Queenston Bridges. If both tags are displayed in the vehicle, the *E-ZPass* will read first, therefore your NEXUS/Toll account will never be charged. If you have *E-ZPass* and wish to apply for a refund of your NEXUS/Toll, ask a toll collector or go to our website for a refund form. The Niagara Falls Bridge Commission cannot transfer your NEXUS/Toll account balance to your *E-ZPass* account. Your NEXUS card is an approved form of identification for crossing the border using the special lanes and we recommend that you continue to renew your card every five years.

NEXUS and E-ZPass at Whirlpool Bridge:

A NEXUS card will continue to be required at the U.S. and Canadian entrances to the Whirlpool Bridge to validate your eligibility to use the NEXUS only crossing. On the U.S. end of the bridge where toll is charged, the NEXUS card must be shown first. The card will be validated for passage and the toll will be taken from your NEXUS/Toll account if there is a balance remaining. If there is no account balance, then your *E-ZPass* account will be charged for the toll. The patron fare indicator will display which card was used for payment. The Niagara Falls Bridge Commission cannot transfer your NEXUS/Toll account balance to your *E-ZPass* account.

Please note that the Niagara Falls Bridge Commission (NFBC) does not read license plates as part of the *E-ZPass* system. If your *E-ZPass* does not work at toll, you can try to scan it on the NEXUS reader, but should your transponder have a low battery or is not working, the NFBC is unable to collect toll from your account and you will need to add funds to your NEXUS card to cross the bridge.