

Commuter Benefit Information: COVID-19 Updates and Policies

Important! This information is updated once a day. Please be sure to refresh your browser or clear your cache to be sure you are seeing the latest information.

Refunds and Cancellations:

Most Transit Agency return policies have reverted pre COVID-19 guidelines. Please make sure you plan accordingly. We strongly suggest confirming the return policy for your product type before sending it back to us. If a return cannot be accepted, we will not be able to process a credit or re-send the product. **Please note:** all returns are subject to review and will be processed within 60-90 days of receipt.

Benefit Months	Expected credit timeline (60-90 Days)
March	Completed
April	Completed
May	September 1st
June	October 1st
July	November 1st
August	December 1st
September	January 1st

Upcoming benefit months:

As we look forward to the upcoming benefit months, Transit Agency return policies are reverting back to pre COVID-19 standards so it's important you plan accordingly. Please reference this link: <https://commuterbenefits.com/wp-content/uploads/2020/04/TransitReturnList032020.pdf> to find out about the product return policy specific to your Transit Agency product.

Important Note: You can change your product to our prepaid card as an alternative product to your transit pass. Funds on the card do not expire and can be used at any time. Check with your HR Administrator to see if this option is available.

Returning Your Pass – Best Practices:

Although the return policies for specific transit agencies are not set by Edenred Commuter Benefits, we are doing our best to provide you with the latest information as it comes in. Please visit this link: <https://commuterbenefits.com/wp-content/uploads/2020/04/TransitReturnList032020.pdf> for information on transit agency return policies. Please Note: It is always best to reach out to your specific transit agency for the latest updates.

As always we recommend members return their passes with the most extreme caution using tracking with USPS as we will not be liable for a returned pass lost in the mail. FedEx and UPS do not deliver to PO Boxes.

Please Note: Package Pickup by USPS is an easy, convenient way to ship qualifying packages. Just submit your request online at www.usps.com/pickup and your letter carrier will pick up the packages during their normal delivery time. This service is free of charge, regardless of the number of packages you are sending. Whether it is a one-time event or multiple shipments, you can plan your pickup schedule up to three months in the future. Visit www.usps.com/pickup for additional information or to schedule a pickup now.

Please include the following with your return:

- Your original fulfillment letter or reference number
- Returned pass
- Completed Refund Claim Form:
<https://commuterbenefits.com/wp-content/uploads/2020/04/ReimbReplaceClaimForm0220.pdf>

Attn: Customer Service - Refunds
PO Box 540515
Waltham, MA 02454

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Commuter Check Prepaid Mastercard®

- **Transit Authority or Product Name:** Commuter Check Prepaid Mastercard®
- **Additional Transit Authorities that use the above:** Transit authorities, vanpools and parking operators with few exceptions
- **How is product obtained?** The Commuter Check Card is mailed by us
- **If required how is the card registered?** You do not need to register this card but you must activate it online or over the phone before use
- **If lost, how should the participant obtain a new one?** Please go online to report your card lost or call us directly at 1-855-518-3746
- **Who to contact with trouble-shooting and product related questions?** Participants must contact us first by calling 1-855-518-3746
- **Who mails the product?** We mail this product and then all future elections are reloaded to active cards on the 20th of the prior month
- **Is there a serial number?** N/A
- **How is the serial number formatted?** N/A
- **Is the product month specific?** No
- **Maximum Card Value?** \$2,000
- **Are funds/passes returnable for a credit?** The balance of your card will be credited back to your commuter profile if you request to have the card closed
- **Do funds ever get sent back?** Yes, reload attempts to inactive cards will be returned a credit
- **Does the product allow for a RCF?** No. You cannot file a never received pass claim
- **Can we transfer funds from one card to another?** Yes, this is done when a lost card is replaced
- **Are there any fees?** An inactivity fee of \$3 is charged against the card balance if the participants does not use the card (no purchase attempt) in 6 months
- **Important Notes:** Transactions are restricted by merchant category code and terminal id. Not all transactions attempted will be allowed for compliance reasons. Please contact us immediately regarding any issues when using your Commuter Check Prepaid MasterCard to purchase qualified transit or parking product.

CharlieCard

- **Transit Authority or Product Name:** MBTA
- **Additional Transit Authorities that use the above:** N/A
- **How is product obtained?** The CharlieCard is mailed by us. CharlieCards not obtained through us are not compatible with our transit program
- **If required how is the card registered?** N/A
- **If lost, how should the participant obtain a new one?** Before requesting a replacement CharlieCard, please check your delivery address under 'My Account – My Profile' for accuracy as this is the address we'll ship your replacement card to. Choose the 'Order History' option under My Account. Under the most recent order click "Lost/Stolen/Damaged Card" to request a replacement card. A new CharlieCard will arrive in the mail 3 or 4 business days later. Replacement CharlieCards cost \$5.00
- **Who to contact with trouble-shooting and product related questions?** Participants should speak with a station attendant or MBTA representative first before contacting their benefits provider.
- **Who mails the product?** Product is mailed by us once and then monthly passes are electronically fulfilled each month the participant has an election. Any pause in pre-tax elections (i.e. opting out for one month) for this product necessitates the fulfillment of a brand new CharlieCard via mail.
- **Is there a serial number?** Yes
- **How is the serial number formatted?** 5-XXXXXXXXXX
- **Is the product month specific?** Yes
- **Maximum Card Value?** N/A
- **Are funds/passes returnable for a credit?** No
- **Do funds ever get sent back?** No
- **Does the product allow for a RCF?** No. You cannot file a never received pass claim
- **Can we transfer funds from one card to another?** Yes, this is done when the lost card is replaced
- **Are there any fees?** Yes, there is a \$5.00 replacement fee
- **Important Notes:** Disclaimer: New CharlieCards are for use starting the 1st day of the benefit month noted on the letter. Any usage before this date will result in a full monthly service charge applied to the participant's commuter account. CharlieCards can be quickly and easily replaced if lost. However, replacement products are often disposable CharlieTickets. A brand new

CharlieCard will be issued with the next successful benefit.

Additionally, any pause in pre-tax elections (i.e. opting out for one month) for this product necessitates the fulfillment of a brand new CharlieCard via mail which does not incur the \$5.00 replacement fee.

Breeze Card

- **Transit Authority Or Product Name:** MARTA
- **Additional Transit Authorities that use the above:** N/A
- **How is product obtained?** The Breeze card is mailed by us. Breeze cards not obtained through us are not compatible with our transit program
- **If required how is the card registered?** N/A
- **If lost, how should the participant obtain a new one?** Participants must let us know that they lost their Breeze card in order to obtain a replacement. Before requesting a replacement, they should check their delivery address under 'My Account – My Profile' for accuracy. They then should choose the 'Order History' option under My Account and under the most recent order they click "Lost/Stolen/Damaged Card" to request a replacement card. **Note:** replacement requests received between the 28th and 1st of the month will be processed on the 2nd of the month.
- **Who to contact with trouble-shooting and product use questions?** Participants should speak with a station attendant or MARTA representative first with usage issues.
- **Who mails the product?** Product is mailed by us once and then monthly passes are electronically fulfilled each month the participant has an election.
- **Is there a serial number?** Yes
- **How is the serial number formatted?** 16 digits long
- **Is the product month specific?** Yes
- **Maximum Card Value?** N/A
- **Are funds/passes returnable for a credit?** No
- **Do funds ever get sent back?** No
- **Does the product allow for a RCF?** No. You cannot file a never received pass claim
- **Can we transfer funds from one card to another?** Yes, this is done when a lost card is being replaced.
- **Are there any fees?** No
- **Important Notes:**

Compass Tap & Go

- **Transit Authority Or Product Name:** Compass Tap & Go
- **Addition Transit Authorities that use the above:** MTS Sandag, NCTD The Coaster and NCTD The Breeze
- **How is product obtained?** The Compass card is mailed by us. Compass cards not obtained through us are not compatible with our transit program
- **Is registration of this card required?** N/A
- **If lost, how should the participant obtain a new one?** Participants must contact us should they lose their Compass card in order to obtain a replacement. The replacement card will be mailed out by the TA. Replacement Compass cards cost \$5.00
- **Who to contact with trouble-shooting and product use questions?** Participants should contact Compass or speak with a station attendant first to address any usage or account issues.
- **Who mails the product?** Product is mailed by us once and then monthly passes are electronically fulfilled each month the participant has an election.
- **Is there a serial number?** Yes
- **How is the serial number formatted?** 16 digits long (located on back of card, lower right-hand corner)
- **Is the product month specific?** No, the passes are valid for 30-Days from the first day of use.
- **Maximum Card Value?** N/A
- **Are funds/passes returnable for a credit?** No
- **Do funds ever get sent back to WC?** No
- **Does the product allow for a RCF?** No. You cannot file a never received pass claim
- **Can we transfer funds from one card to another?** Yes, this is only done when a lost card is replaced.
- **Are there any fees?** Yes, there is a \$5.00 replacement card fee
- **Important Notes:** Monthly passes are downloaded to the Compass card by tapping the product at a card reader. 30-Day passes are valid for a full 30 days from the date the pass is downloaded to the COMPASS card. Passes no longer expire on the 15th if not downloaded.

Corporate Quick Card

- **Transit Authority Or Product Name:** Metrolink
- **Additional Transit Authorities that use the above:** N/A
- **How is product obtained?** The Corporate Quick Card is mailed by us.
- **If required how is the card registered?** N/A
- **If lost, how should the participant obtain a new one?** Participants must contact us directly should they lose their Corporate Quick Card in order to obtain a replacement.
- **Who to contact with trouble-shooting and product use questions?** The transit authority should be contacted first with any card use, balance, or replacement issues. If a PPT needs to have their PIN reset please create a support issue for us. Replacement Corporate Quick Cards cost \$5.00
- **Who mails the product?** Product is mailed once and then funds are electronically loaded with each new election.
- **Is there a serial number?** Yes
- **How is the serial number formatted?** N/A
- **Is the product month specific?** Yes
- **Maximum Card Value?** One benefit month's order, which expires by the 5th of the benefit month for Monthly passes and the 15th for 7-Day passes.
- **Are funds/passes returnable for a credit?** Only unused funds on a Corporate Quick Card can be returned for a credit. Credits from a given benefit month are processed the following calendar month. So if funds have expired, PPTs will receive a credit the following month.
- **Do funds ever get sent back to us?** Yes, if funds go unused.
- **Does the product allow for a RCF?** No. You cannot file a never received pass claim
- **Can we transfer funds from one card to another?** Yes this is done when a lost Corporate Quick Card is reported lost and replaced. Please contact Metrolink directly by calling (800) 371-5465 or by visiting the LA Union Station Ticket window for lost or replacement requests.
- **Are there any fees?** Yes, there is a \$5.00 replacement card fee
- **Important Notes:** All Corporate Quick Cards have the same PIN which is 94733. All Corporate Quick Cards are put on hold between the 15th and the 24th. PPTs should visit a ticket vending machine and purchase their new Metrolink pass between the 25th and the 5th.

Q Card

- **Transit Authority or Product Name:** METRO Houston
- **Additional Transit Authorities that use the above:** NA
- **How is product obtained?** Q Cards are mailed by us. Q Cards not obtained through us are not compatible with our transit program.
- **If required how is the card registered?** We register Q Cards as part of the ride sponsor program.
- **If lost, how should the participant obtain a new one?** Participants must contact us directly should they lose their Q Card in order to obtain a replacement. Replacement Q Cards cost \$5.00
- **Who to contact with trouble-shooting and product use questions?** Participants should contact us first.
- **Who mails the product?** Product is mailed by us once and then passes are electronically loaded each month there is an election.
- **Is there a serial number?** Yes
- **How is the serial number formatted?** Between 5 and 10 digits long
- **Is the product month specific?** No, these balances roll-over from month to month.
- **Maximum Card Load / Value?** A single load max is \$200. Max card value is \$500.
- **Are funds/passes returnable for a credit?** No, METRO Houston will not refund
- **Do funds ever get sent back?** When replacement cards are issued, a credit is sent to us so that we can then fund the replacement card.
- **Does the product allow for a RCF?** No. You cannot file a never received pass claim
- **Can we transfer funds from one card to another?** Yes, this is done when a lost card is replaced.
- **Are there any fees?** Yes, there is a \$5.00 replacement card fee
- **Important Notes:** If the participant does not use their card before next month's reload then the Q Card will be made inactive. When a card is inactive, funds cannot be loaded. If the card limit is exceeded during the reload, the reload will be completely rejected and result in a credit back to the PPT's cart for the total order amount.

ORCA

- **Transit Authority or Product Name:** ORCA
- **Additional Transit Authorities that use the above:** Metro Seattle, King County Metro, Everett Transit, Kitsap Transit, Pierce Transit, Community Transit, Sound Transit, Washington State Ferries
- **How is product obtained?** The ORCA card is mailed by us. ORCA cards not obtained through us are not compatible with our transit program
- **If required how is the card registered?** ORCA card registration is done by us.
- **If lost, how should the participant obtain a new one?** Participants must contact us directly should they lose their ORCA card in order to obtain a replacement. Replacement ORCA cards cost \$10.00
- **Who to contact with trouble-shooting and product use questions?** The participant should contact us first with any balance questions but direct questions on product usage to the TA. Please make sure to try and obtain the serial number of the ORCA card the PPT has in their possession before contacting us.
- **Who mails the product?** Product is mailed by us once and then passes or e-purse elections are electronically loaded each month.
- **Is there a serial number?** Yes
- **How is the serial number formatted?** The ORCA Card serial number is 8 digits long
- **Is the product month specific?** Monthly pass products are valid for only the month specified but e-purse funds roll-over from month to month.
- **Maximum Card Value?** You may only have up to \$300.00 in e-purse value at any one time
- **Are funds/passes returnable for a credit?** No, ORCA will not refund
- **Do funds ever get sent back?** Orders that meet or exceed this allowed limit (\$300) cannot be processed. The full order amount is sent back to credit the PPT's cart
- **Does the product allow for a RCF?** No. You cannot file a never received pass claim
- **Can we transfer funds from one card to another?** Yes, this is done when the lost card is replaced. It takes 8-10 days for e-purse funds to transfer.
- **Are there any fees?** Yes, there is a \$5.00 new card fee and a \$5.00 replacement card fee
- **Important Notes:** Participants should not load personal funds onto their ORCA card. We cannot account for any personal funds loaded to a PPT's ORCA card. Should the card be lost, those personal funds will not transfer to the new card.

Go-To Card

- **Transit Authority or Product Name:** Metro Minneapolis
- **Additional Transit Authorities that use the above:** NA
- **How is product obtained?** Go-To cards are mailed by us. Go-To cards not obtained through us are not compatible with our transit program
- **If required how is the card registered?** Go-To cards must be registered by the participant by visiting [Register my Go-To Card](#)
- **If lost, how should the participant obtain a new one?** Participants must contact us should they lose their Go-To Card in order to obtain a replacement. A replacement GoTo card costs \$5.00
- **Who to contact with trouble-shooting and product use questions?** The participant should contact us first with any balance questions but direct questions on product usage to the transit authority. Please make sure to obtain the serial number of the Go-To card the PPT has in their possession before contacting us.
- **Who mails the product?** Product is mailed by us once and then passes are electronically loaded each month.
- **Is there a serial number?** Yes
- **How is the serial number formatted?** The Go-To Card serial number is 16 digits long and found in the lower-right corner on the back side of the card
- **Is the product month specific?** Monthly pass products are valid for 31 days from the 1st day the card is used but Stored Ride passes are not time restricted
- **Maximum Card Value?** NA
- **Are funds/passes returnable for a credit?** No, Metro Minneapolis will not refund unused passes
- **Do funds ever get sent back?** No
- **Does the product allow for a RCF?** No. You cannot file a never received pass claim
- **Can we transfer funds from one card to another?** Yes, this is done when the lost card is replaced.
- **Are there any fees?** Yes, there is a \$5.00 replacement card fee
- **Important Notes:**

Annual Transit Card

- **Transit Authority or Product Name:** MTA/NYCT
- **Additional Transit Authorities that use the above:** NA
- **How is product obtained?** The Annual Transit Card is mailed out by us and cannot be obtained outside of our program.
- **If required how is the card registered?** You are not required to register your Annual Transit Card.
- **If lost, how should the participant obtain a new one?** Before requesting a replacement Annual Transit Card, please check your delivery address under 'My Account' for accuracy as this is the address we'll ship your replacement card to. Choose the 'Order History' option under My Account. Under the most recent order click "Lost/Stolen/Damaged Card" to request a replacement card. A new Annual Transit Card will arrive in the mail 3 or 4 business days later.
- **Who to contact with trouble-shooting and product use questions?** Please contact us first with any questions regarding your Annual Transit Card
- **Who mails the product?** The Annual Transit Card is only mailed by us and cannot be obtained outside of our program.
- **Is there a serial number?** Yes
- **How is the serial number formatted?** The serial number is 10 digits long and is printed on the white strip at the top of the card above our custom image.
- **Is the product month specific?** Yes. Benefits ordered for any specific month are only valid on your Annual Transit Card during that month.
- **Maximum Card Value?** This product is loaded with a month specific pass good for unlimited rides for that month only and is not loaded with a dollar value.
- **Are funds/passes returnable for a credit?** Your Annual Transit Card can be surrendered for a credit if returned to us by the 1st of the benefit month. Only credit for the current month of use may be provided. Credit for a prior month in which you had an order but did not use your Annual Transit Card is not permitted. Please only order this pass if you intend to use it.
- **Do funds ever get sent back?** No funds are loaded to the Annual Transit Card, only a month specific pass good for unlimited rides in that month.
- **Does the product allow for a RCF?** No, reimbursement claims for out of pocket expenses are not permitted for this product.

- **Can we transfer funds from one card to another?** Once replaced, your new Annual Transit Card will retain the same use as your original card reported lost/stolen or never received.
- **Are there any fees?** No, there are no fees associated with this product.
- **Important Notes:** The Annual Transit Card does not need to be replaced each month. The same card can remain in use for up to 12 consecutive months from your 1st order. However, you must maintain monthly transit elections for the Annual Transit Card to remain active and usable. If you pause or stop your Annual Transit Card order for any reason, you will be issued a replacement Annual Transit Card once you resume orders. A new Annual Transit card will be mailed to you automatically prior to expiration. Replacement requests for lost, never received or damaged Annual Transit Cards submitted after 4:00 p.m. Eastern will be processed the next business day. Reimbursement will not be given for out of pocket commuting expenses incurred on days you could not use your Annual Transit Card.

ConnectCard and Bi-Pass SHV Parking

- **Transit Authority or Product Name:** Port Authority of Allegheny County
- **Additional Transit Authorities that use the above:** N/A
- **How is product obtained?** The ConnectCard is mailed by us. ConnectCards not obtained through us are not compatible with our commuter benefit program. The Parking Card is obtained by the participant directly from the parking garage. New ConnectCards will cost \$1.00
- **If lost, how should the participant obtain a new one?** Participants must contact their benefits provider directly as soon as they lose their ConnectCard in order to obtain a replacement. Please ensure the delivery address on file is accurate before requesting a replacement. The Replacement card fee is \$5.00. If the parking card is lost the participant needs to speak with the parking garage to obtain a replacement.
- **Who to contact with trouble-shooting and product related questions?** Participants should speak with a station attendant (parking attendant for parking) or a Port Authority representative first before contacting their benefits provider.
- **Who mails the product?** Product is mailed by us once and then monthly passes and stored value are electronically fulfilled each month the participant has an election. Parking cards are obtained by the participant direct from the garage.
- **Is there a serial number?** Yes, bottom left-hand corner
- **How is the serial number formatted?** 5-XXXXXXXXXX
- **Is the product month specific?** Yes, the Monthly pass is valid for the benefit month ordered
- **Maximum Card Value?** \$200 in stored value and a single monthly pass
- **Are funds/passes returnable for a credit?** No
- **Do funds ever get sent back?** No
- **Does the product allow for a RCF?** No. You cannot file a never received pass claim
- **Can we transfer funds from one card to another?** Yes
- **Are there any fees?** Yes, there is a \$5.00 replacement fee and a \$1.00 new card fee
- **Important Notes:** Members should never attempt register or load personal funds to a ConnectCard that has been provided to them through this program.

Ventra Direct Load (CTA/Pace)

- **Transit Authority:** Chicago Transit Authority & Pace Suburban Bus Service
- **Additional Transit Authorities that use the above:** N/A
- **How is product obtained?** The physical smartcard is obtained by the participant directly from Ventra or a participating retailer. The PPT must register their Ventra account before they can place pre-tax transit orders. If the participant was successfully transitioned from the old Chicago Card Plus program then they should have received their card and account information directly from Ventra.
- **If required how is the card registered?** Participants are required to register their Ventra account. The Ventra card is then linked to the account by the participant. When a Ventra Card is obtained on its own, an unregistered account is automatically setup. PPTs however must register that account before they begin pre-tax transit benefits.
- **If lost, how should the participant obtain a new one?** Participants must report lost Ventra cards immediately by contacting Ventra at 1-877-669-8368.
- **Who to contact with trouble-shooting and product use questions?** Participants should contact Ventra first to address any usage or account issues. Please make sure to include any feedback provided by Ventra to the participant should you need to contact us.
- **Who mails the product?** Ventra will either mail the cards to the participant or participants can obtain a new Ventra card from a participating retailer. Transit benefits can be loaded only to registered Ventra accounts and this is done electronically each month the PPT has an election. The participant must link a Ventra card to the account to be able to travel on the CTA or Pace Bus.
- **Is there a serial number?** Yes, there is a 12 digit Transit Id associated with the Ventra Account
- **How is the serial number formatted?** Standard string of 12 digits located on Ventra's website under the PPT's Account Summary Page
- **Is the product month specific?** Monthly pass products are valid for one month from the first swipe otherwise value which is loaded to a card is not month specific
- **Maximum Card Value?** \$300
- **Are funds/passes returnable for a credit:** No
- **Does the product allow for a Never Received Pass Claim?** No. You cannot file a never received pass claim for Ventra

- **Can we transfer funds from one card to another?** The transfer of funds from one Ventra card to another is not necessary, however participants can contact Ventra to have the account balance from one registered Ventra Account transferred onto another.
- **Are there any fees?** If a Ventra Account has been inactive for 18 continuous months (not been used for transit or had benefits reloaded) then Ventra will charge a dormancy fee of \$5.00 per month against the account until the balance is reduced to zero. Participants will be sent a warning notice at 15 months of inactivity, and any usage or reload of funds will restore the account to active status.
- **Important Notes:** Monthly transit benefits are loaded to a Participant's Ventra Account and not their physical card. Each Ventra card is then linked by the participant to their Ventra Account and will have access to all transit benefits loaded to that account. All Transit benefits are stored uniquely as pre-tax transit benefits to ensure the funds are kept separate from any funds the participant may load outside of our benefits program. Participants may also be able to link credit or debit cards with a contactless payment feature or mobile phones with Near Field Communications to their Ventra accounts and use those items as a means of fare payment. Participants must contact Ventra directly for more information on using any item other than a Ventra card to pay for their transit fares.

Clipper Card

- **Transit Authority Or Product Name:** Clipper Card
- **Addition Transit Authorities that use the above:** BART, Golden Gate Transit, AC Transit, MUNI, SamTrans, Caltrain, VTA
- **How is product obtained?** Participants obtain new and replacement Clipper cards on their own by going to www.clippecard.com or an authorized retailer
- **If required how is the card registered?** Participants can register their Clipper online by visiting www.clippercard.com
- **If lost, how should the participant obtain a new one?** Participants must be advised to report their card lost directly to Clipper by calling 877-878-8883. Clipper will transfer any remaining funds or passes to the new card as well.
- **Who to contact with trouble-shooting and product use questions?** Please direct all participant inquiries to Clipper first.
- **Who mails the product?** Product is never mailed. Funds are electronically loaded
- **Is there a serial number?** Yes. Located on the back of card, bottom left-hand corner.
- **How is the serial number formatted?** 10 Digit number
- **Is the product month specific?** Monthly pass products are valid for only the month specified but e-purse funds roll-over from month to month.
- **Maximum Card Value?** \$300.00
- **Are funds/passes returnable for a credit?** No, Clipper does not refund
- **Do funds ever get sent back?** Yes
- **Does the product allow for a RCF?** No. You cannot file a never received pass claim
- **Can we transfer funds from one card to another?** We cannot but Clipper can when a lost card is being replaced.
- **Are there any fees?** \$2 processing fee for successful Clipper loads
- **Important Notes:** Clipper e-cash orders that would exceed the card limit of \$300 can be returned to us within 6-8 weeks of the orders finalizing. However, Clipper will often load these balances manually once the card has reached an acceptable limit should the make that request directly with Clipper Customer Service.

SmartLink Card

- **Transit Authority or Product Name:** PATH
- **Additional Transit Authorities that use the above:** N/A
- **How is product obtained?** Participants must obtain their SmartLink card directly from PATH.
- **If required how is the card registered?** To register the SmartLink Card, visit PATHSmartLinkCard.com and click on the “Register Full Fare SmartLink Card” link.
- **If lost, how should the participant obtain a new one?** Participants should be directed to call PATH immediately at 1-800-234-PATH/7284 and follow the prompts for the SmartLink Card. PATH will replace the unused Trips and Unlimited Passes recorded in the PATH system at the time the card was reported lost or stolen. A \$5 fee applies and the Participants card must be registered.
- **Who to contact with trouble-shooting and product use questions?** Participants should be instructed to contact PATH first.
- **Who mails the product?** Product is never mailed. Funds are electronically loaded.
- **Is there a serial number?** Yes
- **How is the serial number formatted?** 20 digits long
- **Is the product month specific?** No
- **Maximum Card Value?** 2 X 40-Trip Tickets at a time
- **Are funds/passes returnable for a credit?** No
- **Do funds ever get sent back?** No
- **Does the product allow for a RCF?** No. You cannot file a never received pass claim
- **Can we transfer funds from one card to another?** We cannot but PATH can when a lost card is being replaced.
- **Are there any fees?** There are no ordering fees
- **Important Notes:** Should a participant reach the card maximum of 2 X 40-Trip Tickets please let us know and we will direct the participant to the appropriate contact at PATH to resolve the matter.

SmarTrip

- **Transit Authority or Product Name:** WMATA
- **Additional Transit Authorities that use the above:** N/A
- **How is product obtained?** Participants must obtain their SmarTrip card from the TA.
- **If required, how is the card registered?** SmarTrip must be registered before creating a pre-tax election. PARTICIPANT can register online or over the phone with WMATA Customer Service.
- **If lost, how should the participant obtain a new one?** The participant will need to purchase a new SmarTrip card from the TA directly.
- **Who to contact with trouble-shooting and product use questions?** The transit authority should be contacted first with any SmarTrip use or balance issues.
- **Who mails the product?** Product is never mailed. Funds are electronically loaded.
- **Is there a serial number?** Yes
- **How is the serial number formatted?** 9-20 digits located on the back of the SmarTrip card and read as follows:
 - Example 1: [012345678]
 - Example 2: [012345678] 3
 - Example 3: 0020 00 [01 2345678] 1
 - Example 4: [0167 0693 4564 7992 9601]
- **Is the product month specific?** No, these balances roll-over from month to month.
- **Maximum Card Value?** \$4,045 for TRN and \$300 a PPT's personal purse.
- **Are funds/passes returnable for a credit?** No, SmarTrip does not issue refunds.
- **Do funds ever get sent back to us?** Only if the card maximum has been reached and no additional funds can be loaded.
- **Does the product allow for a RCF?** No. You cannot file a never received pass claim
- **Can we transfer funds from one card to another?** Yes. Please provide us with both the old and the new card numbers. New cards must be registered with WMATA before we can transfer funds.
- **Are there any fees?** N/A
- **Important Notes:** SmarTrip benefits provided through a third-party benefit provider must maintain an active status to ensure funding accessibility. If an employee decides to "opt out" of a benefit month, the employee's SmarTrip account is placed in a suspended status from a funding perspective. This could cause complications if the employee does not re-instate their

monthly benefit. In order to ensure funding accessibility while maintaining a transit benefit account, it is advised to keep a minimal contribution for each calendar month. In the event that the account is suspended for more than one calendar month, the employee will need to have their SmarTrip account re-instated by contacting the WMATA Customer Service department directly at 888-762-7874.

Long Island Rail Road Monthly

- **Transit Authority or Product Name:** Long Island Rail Road (LIRR)
- **Additional Transit Authorities that use the above:** N/A
- **How is product obtained?** Participants must have a valid pre-existing Long Island Rail Road Mail & Ride account established before creating an election for this product. The balance of each successful election is deposited via ACH into the participant's Mail & Ride account on the 5th and is applied towards the participants Long Island Rail Road Mail & Ride monthly invoice. Actual transit passes are orders by the participant via their Mail & Ride account which is not part of the pre-tax election process.
- **If required how is the card registered?** N/A
- **If lost, how should the participant obtain a new one?** If a participant does not receive their transit pass from LIRR then the participant must contact LIRR directly.
- **Who to contact with trouble-shooting and product use questions?** Please direct the participant to contact LIRR first.
- **Who mails the product?** LIRR mails the actual transit passes
- **Is there a serial number?** N/A
- **How is the serial number formatted?** N/A
- **Is the product month specific?** N/A
- **Maximum Card Value?** N/A
- **Are funds/passes returnable for a credit?** LIRR can accept returns provided they are sent directly to LIRR. Returns typically result in credits applied to the PPT's Mail & Ride account.
- **Do funds ever get sent back?** Yes, but only if the participant terminates their LIRR Mail & Ride account and can take 6-8 weeks.
- **Does the product allow for a RCF?** No. You cannot file a never received pass claim
- **Can we transfer funds from one card to another?** N/A
- **Are there any fees?** N/A
- **Important Notes:** Due to transit authority processing restrictions, all orders are final as of the 4th of the month prior. Changes or cancellations after the 4th are not allowed. When credits are applied directly to the PPT's Mail & Ride account the PPT may choose to opt out or amend the value of future transit benefits in order to exhaust this credit.

Metro North Railroad Monthly

- **Transit Authority or Product Name:** Metro North Railroad (MNR)
- **Additional Transit Authorities that use the above:** N/A
- **How is product obtained?** Participants must have a valid pre-existing Metro North Railroad Mail & Ride account established before creating an election for this product. The balance of each successful election is deposited via ACH into the PPT's Mail & Ride account on the 5th and is applied towards the Participant's Metro North Railroad Mail & Ride monthly invoice. Actual transit passes are orders by the participant via their Mail & Ride account which is not part of the pre-tax election process.
- **If required how is the card registered?** N/A
- **If lost, how should the participant obtain a new one?** If a participant does not receive their transit pass from MNR then the participant must contact MNR directly.
- **Who to contact with trouble-shooting and product use questions?** Please direct the participant to contact MNR first.
- **Who mails the product?** MNR mails the actual transit passes
- **Is there a serial number?** N/A
- **How is the serial number formatted?** N/A
- **Is the Product month specific?** No
- **Maximum Card Value?** N/A
- **Are funds/passes returnable for a credit?** MNR can accept returns provided they are sent directly to MNR. Returns typically result in credits applied to the PPT's Mail & Ride account.
- **Do funds ever get sent back?** Yes and can take 6-8 weeks
- **Does the product allow for a RCF?** No. You cannot file a never received pass claim
- **Can we transfer funds from one card to another?** N/A
- **Are there any fees?** N/A
- **Important Notes:** Due to transit authority processing restrictions, all orders are final as of the 4th of the month prior. Changes or cancellations after the 4th are not allowed. When credits are applied directly to the PPT's Mail & Ride account the PPT may choose to opt out or amend the value of future transit benefits in order to exhaust this credit.

METRA

- **Transit Authority Or Product Name:** METRA
- **Additional Transit Authorities that use the above:** N/A
- **How is product obtained?** METRA passes are mailed to participants monthly. Ten ride passes are mailed individually.
- **If required how is the card registered?** N/A
- **If lost, how should the participant obtain a new one?** METRA passes are not replaced if lost by the participant. Never received passes can be replaced through the 10th of the benefit month up to a maximum of 2 per life-time. Requests for replacement passes should be made by participants on the last business day before the benefit month to avoid out of pocket expenses. Replacements can be made available for pick-up at a downtown station in the evening of the first business day of the benefit month. Prior monthly passes are valid for travel on the first business day of the month until noon. Please allow 2 business days for the replacement pass to be made available for pickup.
- **Who to contact with trouble-shooting and product use questions:** Participants should speak with a METRA station attendant or ticket office first with any usage issues.
- **Who mails the product?** METRA
- **Is there a serial number?** N/A
- **How is the serial number formatted?** N/A
- **Is the product month specific?** Yes, except for 10-Trip passes
- **Maximum Card Value?** N/A
- **Are funds/passes returnable for a credit?** Yes.
 - Returned METRA passes **MUST** be attached to its stub in order to receive full credit value.
 - Returned METRA passes attached to the stub need to be **postmarked by the 10th of the month** for full credit. Any PPT returned pass postmarked after this date will not be accepted.
 - Any ticket that is not attached to the stub must be accompanied by a letter, with a letterhead from the member's Company/Human Resource department stating a resignation, termination, or lay off date. Those returns will be managed on a case by case basis and prorated by METRA using the first date of loss of work.
 - Ten Ride passes and the Ventra Link-up cards are **not** returnable to Metra for credit.
 - Passes purchased out of pocket or replacement passes cannot be returned to WC for credit, only the originally mailed pass.
- **Do funds ever get sent back?** N/A

- ❑ **Does the product allow for a RCF?** No. Never received passes must be replaced. Participants cannot be reimbursed for any out of pocket expenses.
- ❑ **Can we transfer funds from one card to another?** N/A
- ❑ **Are there any fees?** N/A
- ❑ **Important Notes:**

MTA/NYCT MetroCard

- **Transit Authority or Product Name:** MTA/NYCT
- **Additional Transit Authorities that use the above:** N/A
- **How is product obtained?** Passes are mailed by us monthly.
- **If required how is the card registered?** N/A
- **If lost, how should the participant obtain a new one?** We can cover the cost of a replacement pass once per year but only if it was never received in the mail. If a participant's pass is lost/stolen/misplaced then the participant alone is responsible for cost of replacement.
- **Who to contact with trouble-shooting and product use questions?** Contact the transit authority directly with usage issues.
- **Who mails the product?** We do
- **Is there a serial number?** N/A
- **How is the serial number formatted?** N/A
- **Is the product month specific?** No.
- **Maximum Card Value?** N/A
- **Are funds/passes returnable for a credit?** Yes. If the pass is unopened it can be returned to us for a credit.
- **Do funds ever get sent back?** N/A
- **Does the product allow for a RCF?** Yes, we do allow never received pass claims
- **Can we transfer funds from one card to another?** N/A
- **Are there any fees?** N/A
- **Important Notes:** Participants who believe their pass is not working or has been damaged must file a claim directly with the MTA for pass replacement. Pre-addressed, postage-paid envelopes and claim forms are available at subway station booths and on buses. Please direct Participants to these forms and/or station attendants.

New Jersey Transit

- **Transit Authority or Product Name:** NJ Transit
- **Additional Transit Authorities that use the above:** NJ Transit – Rail, NJ Transit – Riverline, NJ Transit – Hudson-Bergen Light Rail, NJ Transit – Newark Light Rail
 - **Bus (Northern):**
 - Northern Interstate
 - Northern Intrastate
 - Northern Intra-Commuter
 - **Bus (Southern):**
 - Southern Interstate
 - Southern Intrastate
- **How is product obtained?** Passes are mailed by us monthly.
- **If required how is the card registered?** N/A
- **If lost, how should the participant obtain a new one?** We can cover the cost of a new pass once per year but only if it was never received in the mail. If a PPT's pass is lost/stolen/misplaced then the participant alone is responsible for cost of replacement.
- **Who to contact with trouble-shooting and product use questions?** Contact the TA directly with usage issues.
- **Who mails the product?** We do.
- **Is there a serial number?** N/A
- **How is the serial number formatted?** N/A
- **Is the product month specific?** Monthly passes are month specific
- **Maximum Card Load / Value?** N/A
- **Are funds/passes returnable for a credit?** Passes can be returned for a credit but the passes must be returned to us no later than the 5th of the month of use.
- **Do funds ever get sent back?** N/A
- **Does the product allow for a RCF?** Yes, we do allow never received pass claims
- **Can we transfer funds from one card to another?** N/A
- **Are there any fees?** No.
- **Important Notes:**

Commuter Check Voucher for Transit

- **Transit Authority or Product Name:** Commuter Check, RTA FareCheck and Delaware Valley Regional Planning Committee Transit Check
- **Additional Transit Authorities that use the above:** All transit authorities and vanpools with few exceptions
- **How is product obtained?** Transit vouchers are mailed directly by us each month.
- **If required how is the card registered?** N/A
- **If lost, how should the participant obtain a new one?** Participants should submit a Never Received Pass Claim form (RCF) if the voucher was never received in the mail. Transit vouchers cannot be reissued or replaced. If a participant's voucher was lost/stolen/misplaced then the participant alone is responsible for cost of replacement.
- **Who to contact with trouble-shooting and product use questions?** Contact us first if the participant is having trouble using their voucher.
- **Who mails the product?** We do
- **Who mails the product?** We do
- **Is there a serial number?** N/A
- **How is the serial number formatted?** N/A
- **Is the Product month specific?** No but will expire after 13 months from issue
- **Maximum Card Value?** N/A
- **Are funds/passes returnable for a credit?** Yes, transit vouchers can be returned to us directly for a credit.
- **Does the product allow for a RCF?** Yes
- **Can we transfer funds from one card to another?** N/A
- **Are there any fees?** N/A
- **Important Notes:** Transit Vouchers cannot be cancelled, voided or tracked and should be treated like cash.

Direct Pay for Parking

- **Transit Authority or Product Name:** Commuter Check Parking
- **Additional Transit Authorities that use the above:** Accepted by most parking operators nationwide
- **How is product obtained?** We mail a voucher or process an ACH deposit directly to the selected parking operator.
- **How do they register?** Only Participants with existing parking accounts are permitted to place Direct Pay Parking orders. We do not manage parking accounts, just the payment.
- **If lost, how should the participant obtain a new one?** Contact us if the parking operator claims the payment was not received. We will research the parking payment and provide proof of payment if available.
- **Who to contact with trouble-shooting and product use questions?** We can help determine if a parking provider has cashed a specific payment but participants must address other account issues directly with their parking operator.
- **Who mails the product?** We do.
- **Is there a serial number?** Yes, parking operators do issue unique account numbers
- **How is the serial number formatted?** Each parking operator uses a different format.
- **Is the product month specific?** Payments are usually made for a specific month
- **Maximum Card Value?** N/A
- **Are funds/passes returnable for a credit?** Yes, depending on the parking operator. Participants should contact their parking provider directly to have funds returned.
- **Do funds ever get sent back?** Yes.
- **Does the product allow for a RCF?** No.
- **Can we transfer funds from one card to another?** N/A
- **Are there any fees?** N/A
- **Important Notes:** Sometimes participants request to add a new parking operator to our list when placing their first order. In the event that the parking operator affiliation cannot be completed before fulfillment, we will mail the first parking voucher directly to the PPT's home. The participant will then be responsible for providing the voucher to the parking operator. Once affiliation is complete, vouchers will automatically be sent directly to the new parking operator. Please allow 1 – 2 order cycles for affiliation.

Self-Elect (Daily) Parking

- **Transit Authority or Product Name:** Commuter Check Parking
- **Additional Transit Authorities that use the above:** Accepted by most parking operators nation wide
- **How is product obtained?** We mail a parking voucher or process an ACH deposit directly to the selected parking operator.
- **How do they register?** N/A
- **If lost, how should the participant obtain a new one?** Contact us if the participant does not receive the voucher or believes it has been lost by their provider. Participants can either have the voucher voided and credited back to their parking account or they can pay for their parking expenses out of pocket and submit a claim with proof of payment to be reimbursed.
- **Who to contact with trouble-shooting and product use questions?** We can help determine if a parking provider has cashed a specific payment but participants must address other account issues directly with their parking operator.
- **Who mails the product?** We do.
- **Is there a serial number?** N/A
- **How is the serial number formatted?** N/A
- **Is the product month specific?** No but vouchers are valid for 13 months from issue date
- **Maximum Card Value?** N/A
- **Are funds/passes returnable for a credit?** Yes, vouchers can be returned for a credit only.
- **Do funds ever get sent back?** Yes.
- **Does the product allow for a RCF?** Yes
- **Can we transfer funds from one card to another?** N/A
- **Are there any fees?** N/A
- **Important Notes:** Self-Elect vouchers cannot be reissued. Participants who have never received their parking voucher or who have lost their voucher can either receive a credit or can file a claim and be reimbursed for out of pocket expenses.

Parking Cash Reimbursement *

- **Transit Authority Or Product Name:** Parking Cash Reimbursement
- **Additional Transit Authorities that use the above:** *Please note, this service description is for a Parking Cash Reimbursement program administered by us and program rules may differ drastically if your Cash Reimbursement Program is NOT administered entirely by us.
- **How is product obtained?** Participants sign up for pre-tax deductions and submit claims via our online ordering site.
- **If required how is the card registered?** N/A
- **If lost, how should the participant obtain a new one?** If a participant loses their reimbursement check they should contact us directly.
- **Who to contact with trouble-shooting and product use questions?** Participants should be directed to our website first for claim status questions or available claim balance questions but redirected to us with more complicated issues
- **Who mails the product?** Reimbursement checks are mailed by us via 1st class mail.
- **Is there a serial number?** N/A
- **How is the serial number formatted?** N/A
- **Is the product month specific?** N/A
- **Maximum Card Value?** N/A
- **Are funds/passes returnable for a credit?** N/A
- **Do funds ever get sent back?** N/A
- **Does the product allow for a RCF?** N/A
- **Can the PARTICIPANT transfer funds?** Participants are can convert their available claim balance into a direct pay credit or convert a direct pay credit into an available claim balance. This will allow participants the ability to switch from one parking program to the other. Participants are only allowed to transfer the full parking credit or claim balance.
- **Are there any fees?** No
- **Important Notes:** Company specific implementation rules apply. Please consult your Account Executive for additional information regarding Grace Period and Claim Delay settings.

MDTA – Easy Card

- **Transit Authority Or Product Name:** Easy Card – Corporate Discount Program
- **How is product obtained?** Participants obtain new and replacement Easy Cards through WiredCommute. Parking pass portion is mailed out to the participants each month separately.
- **If required how is the card registered?** n/a
- **If lost, how should the participant obtain a new one?** Participants must be advised to report their card lost directly to their benefit's provider and alert WiredCommute. WiredCommute will request MDTA to transfer any remaining active passes to the new card as well (if applicable).
- **Who to contact with trouble-shooting and product use questions?** Please direct all participant inquiries to their benefit's provider/WiredCommute. If they need help activating their card, please see an attendant. ** See notes below on activating cards.
- **Who mails the product?** New cards and replacements are mailed from WiredCommute. Parking pass portion is mailed out to the participants each month separately.
- **Is there a serial number?** Yes. Located on the back of card, bottom right-hand corner.
- **How is the serial number formatted?** 20 Digit number, beginning with 0161
- **Is the product month specific?** Yes, monthly pass products are valid for only the month specified.
- **Maximum Card Value?** n/a
- **Are funds/passes returnable for a credit?** No.
- **Do funds ever get sent back?** No.
- **Does the product allow for a RCF?** Easy Card Monthly portion → No. If the Parking Pass portion has not been received in the mail → yes, standard RCF rules apply.
- **Can we transfer funds from one card to another?** The monthly pass portion can be transferred to a replacement card if lost.
- **Are there any fees?** No.
- **Important Notes:** The monthly passes purchased on this card are purchased at a discount through this program.

The card will take 24-48hrs depending on the loading process used below:

The pass is ready for use after 24hrs @ the Rail Station on the TVM:

- 1.) For the TVM - To load when standing in front of the TVM just rest it on the reader until the next screen pop up stating "**Directed Threshold Autoload of Monthly Pass**", then tap on Fare Gate to activate.

The pass is ready after 48hrs on the bus:

- 2.) For the Bus – To load on the bus make sure there is no one @ the fare box and rest it on the reader until it beeps.