Commuter Benefits – FAQs

1. **What are Commuter Benefits?**
   Pre-tax benefit account used to pay for:
   a. Public transit as part of your daily commute to work
   b. Qualified parking as part of your daily commute to work

2. **What are eligible Commuter expenses?**
   - Bus, light rail, regional rail, subway, or ferry
   - Vanpool for commuting to and from work
   - Parking at or near your work
   - Parking at or near public transportation as part of your daily commute to work

3. **How do I pay for my Transit pass?**
   Use your takecare Benefits card to pay instantly for vouchers and passes. It works just like a debit card, just swipe and go. Funds are loaded directly based on your monthly election. There is no PIN required to utilize your takecare Benefits card.

4. **Who administers my Commuter account?**
   The plan administrator is takecare by Wageworks. You can contact the customer service department at 800-950-0105, Mon – Fri, 8 am – 8 pm.

5. **How can I manage my Commuter account?**
   Use the takecare MyFlex Mobile app. This can be downloaded from Google Play or App Store. You can also access your account at www.myflexonline.com.
   - You can file a claim and get reimbursed quickly. *(Parking related expenses only)*
   - You can view transactions and benefit account balances using a single login.
   - Snap a photo of receipts and submit them payment. *(Parking related expenses only)*

6. **How much can I contribute monthly?**
   The minimum you can contribute to your transit or parking account is $25 pre-tax per month. The maximum that you can contribute to your transit or parking account is $255 pre-tax per month. You can also contribute post-tax dollars to ensure you have sufficient funds on your card to pay for your monthly commuter expense.

7. **Does my balance rollover at the end of the plan year?**
   Yes, any unused balance will rollover into the new plan year.

8. **What happens to my account balance when I terminate employment?**
   If you have a Parking account balance, you have 90 days after date of termination to submit claims for parking expenses incurred up to the date of termination. **Your Transit account balance will be forfeited on the date of termination.**