

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.**