

132 COMMUTER TRANSIT AND PARKING

Employer Frequently Asked Questions

Describe the employee order experience.

An employee can participate in the benefit by logging into their existing enrollment site and clicking the link for commuter benefits. They will be led through a series of screens to place their order, first by selecting their Greater Metropolitan Area, and then their specific transit authority. They will have access to a full range of commuter products, including fare passes, transit vouchers, direct pay parking, and parking reimbursement. Their order will be processed on a monthly basis and mailed directly to their home. Their order can be set up as one time only or recurring. Customer service issues are handled by your American Benefits dedicated account services team.

How can participants make changes to their order?

Participants can make changes to their order at any time prior to the monthly cut-off date simply by accessing the FCN via their enrollment site on the Internet. Describe the process for purchase and distribution of passes/vouchers. WiredCommute places orders on a monthly basis with transit authorities around the country. The orders we place are based on the participant orders in our system for a given month of usage. WiredCommute receives those orders from the transit companies in bulk, then checks them for quality control, enters them into inventory, assigns them to participant orders, and finally fulfills individual orders. Orders are generally mailed to participants via first class mail, for usage starting the first of the following month.

Can enrollment be handled over the phone, via paper, or over the Internet?

The *myCommuterConnect* platform is web-based, requiring enrollment over the Internet.

Note: If the TPA would like to accept enrollment over the phone or via paper, the information would then need to be entered in *myCommuterConnect*'s system by the administrator.

Do orders automatically carry over from month to month?

There is a feature in the FCN that allows orders to be "recurring," meaning that they will carry over indefinitely from month to month, until changed or canceled by the participant (or the participant becomes ineligible).

Is there an annual re-enrollment?

There is no annual enrollment on the FCN, simply the recurring option for indefinite usage.

Do you issue electronic reminder notices to program participants?

The FCN automatically issues reminder notices via email to participants who have recurring orders set up in the system. The notice is sent 10 days prior to the end of the current enrollment cycle, allowing the participant enough time to access the system to modify or cancel their order.

Do you allow employees to purchase additional passes (i.e. for family members) on a post-tax basis?

The FCN can be used to purchase additional passes.

Does your website have a commuter calculator function to help people understand financial implications of commuter benefits?

Yes, the WiredCommute site offers both employee and employer calculators.

Describe the various transit pass delivery methods.

WiredCommute can support a variety of delivery methods, including home delivery via first class mail and bulk delivery to an office location.

What happens if a pass/voucher is never received in the mail?

Passes that are lost in the mail (i.e. never received by the participant) are replaced by WiredCommute according to the lost pass policy in effect with American Benefits Group

Do you offer direct payments for parking?

Absolutely, we offer the option to pay parking vendors directly on behalf of individual parkers for their monthly parking arrangement.

Do you offer the Chicago Card Plus in Chicago?

Yes, we offer the Chicago Card Plus.

What do you offer to increase participation levels in this program?

Participation in this program is often doubled or tripled over traditional commuter reimbursement programs. This is due to the flexibility and convenience of online ordering, home delivery, and a full complement of commuting products.

How many clients and participants do you have?

myCommuterConnect partners with more than a dozen Third Party Benefit Administrators to provide service to their clients, and will deliver over 750,000 passes this year.

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