



COMMUTER TRANSIT AND PARKING

Employer Frequently Asked Questions

Describe the employee order experience.

An employee can participate in the benefit by logging into their online account. 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 commuter products, including the Commuter Check prepaid Mastercard, online smart card fund loading, transit & parking vouchers, and direct pay parking. Their order will be processed on a monthly basis. Their order can be set up as one time only or recurring. Customer service issues are handled by American Benefits Group customer support 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 their online account.

Describe the process for purchase and distribution of cards / vouchers.

Edenred, the platform provider, places orders on a monthly basis with transit authorities around the country. The orders are based on the participant orders for a given month of usage. 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 platform is web-based, requiring enrollment over the Internet.

Do orders automatically carry over from month to month?

There is a feature in the platform 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, simply the recurring option for indefinite usage.

Do you issue electronic reminder notices to program participants?

Yes. Reminders are automatically issued 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.

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

Yes, the site offers both employee and employer calculators.

How are cards and vouchers delivered.

Delivery is either home delivery via first class mail or 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 Edenred 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 Vetra Card in Chicago?

We offer the ability to have funds preloaded to your Ventra account through a benefit provider.

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.

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