Now There's a BETTER Way to Get Your Transit Benefit!

U.S. Department of Transportation

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TRANSERVE
Business in motion

Start enjoying the benefits of having your transit benefit payments deposited directly to the TRANServe Debit Card. See your agency point of contact for more information.

The U.S. Department of Transportation is pleased to offer the TRANServe Debit Card – an easier, safer and more convenient way to get your transit benefit.

With the TRANServe Debit Card, there are no more paper vouchers to be lost or stolen. Instead, benefit payments are deposited directly onto the TRANServe Debit Card on the same day each month. You can then use the card to purchase your monthly transit fare media (train tickets, bus passes, etc.) from authorized mass transit merchants displaying the Visa logo.

Here's how the TRANServe Debit Card works:

1. **Get your TRANServe Debit Card** as directed by your agency.
2. **Activate your card** by calling Chase Customer Service at **1-866-891-6951.** You will need the following information:
   - Work phone number
   - Work ZIP code
   - Your agency-assigned Common Identifier
3. **Your transit benefit funds will be electronically deposited** to your TRANServe Debit Card on the 10th day of each month.
4. **Select the "Credit" option** when purchasing transit fare media.
5. **Any transit benefit funds you do not use** by the end of the 9th day of the following month will be returned to your agency.

It's easy, safe and convenient!

TRANServe Debit Card Program: Questions & Answers

PRODUCT DEFINITION

Q: What is the TRANServe Debit Card?

A: The TRANServe Debit Card is a Visa-branded electronic fare media card provided by the U.S. Department of Transportation and issued by JPMorgan Chase. It provides agency-approved federal employees (who are not named on a worksite parking permit at any Federal Agency or participate in a carpool) the ability to receive monthly mass transit benefits electronically.

CARD ACTIVATION

Q: How do I activate the TRANServe Debit Card?

A: Before you can use your TRANServe Debit Card, you must call Chase Customer Service to activate it. This phone number is located on the back of your card and on the card carrier in the envelope that contains the card. Chase's Interactive Voice Response (IVR) system will lead you through the brief activation process. When calling to activate your card, you should be prepared to answer some security questions (e.g., work ZIP code) and select a four-digit Personal Identification Number (PIN).

Q: What is a PIN and when do I use it?

A: A PIN is a four-digit number that you will need to access your account online at www.myaccount.chase.com. You should keep your PIN secret – don't tell it to anyone. Once you have your PIN, you will be able to go online to check your card balance, review your transaction history, contact Customer Service and more. You will not use your PIN to make any purchase transactions.

CARD FUNDING

Q: When can I begin using the TRANServe Debit Card?

A: Once you have received your card and called to activate it, funds will be loaded to the TRANServe Debit Card and available for use on the 10th of each month. You will be able to use the funds to purchase transit fare media through the 9th of the following month. Please note: You will no longer be eligible to use paper vouchers to purchase transit fare media after you have transitioned to the TRANServe Debit Card.

Q: What happens if my transit benefit does not cover the full cost of my home-to-work-to-home commute?

A: Any transportation costs that exceed the amount of your transit benefit must be paid with your personal funds.

Q: Can I add my own funds to the TRANServe Debit Card?

A: No. The TRANServe Debit Card is intended only for transit benefits provided by your agency. Cardholders cannot deposit additional funds to the card.

Q: What happens to unused funds on the TRANServe Debit Card at the end of the monthly cycle?

A: Any unused funds on the TRANServe Debit Card will be returned to the issuing agency at the end of the monthly cycle (9th of each month). The cardholder's certified amount will be re-loaded at the beginning of each monthly cycle (10th of each month).

USING YOUR CARD

Q: Where can I use the TRANServe Debit Card?

A: You can use the TRANServe Debit Card at authorized mass transit merchants that accept Visa prepaid cards at point-of-sale machines, or online where available. However, you can only use the TRANServe Debit Card to purchase fare media for your regular home-to-work transportation.

Q: How do I use the TRANServe Debit Card to buy fare media?

A: It's easy. Just swipe your card through the mass transit merchant's point-of-sale (POS) machine and choose the **"Credit"** option. You may be asked to sign a receipt.

Important: Even though the card has a Visa debit logo, do not select the **"Debit"** option to pay for fare media, even if prompted. In some cases, this could prevent a transaction from completing.

Q: How can I check my TRANServe Debit Card balance?

A: You can check your account information online at www.myaccount.chase.com. You will need your TRANServe Debit Card number and the PIN you selected when you activated your card. You may also call Chase Customer Service at **1-866-891-6951**.

OTHER INFORMATION

Q: What should I do if my card is lost, stolen or damaged?

A: If your TRANServe Debit Card is lost, stolen or damaged, you should notify Chase Customer Service at **1-866-891-6951** to have your card cancelled. A replacement card will be issued and your unused funds will be safe.

Q: How long does it take for me to receive my replacement card?

A: Once you have contacted Chase Customer Service, your replacement card should arrive at your agency in 2-3 business days. You should pick-up your replacement card from the person or department that issued your original card.

If you have additional questions or would like more information about the TRANServe Debit Card, please contact your agency point of contact.