

Commuter Benefits FAQ — Employers

BENEFITS IN TRANSIT

Why should our employees participate?

Your employees can save money on their commuting costs by having funds deducted from their paycheck pre-tax. Section 132(f) of federal tax law allows employees to reduce their commuting costs by up to 40 percent. Employees use pre-tax dollars (subject to monthly limits) to pay for their commuting expenses via their benefits debit card.

How does the enrollment process work?

With Commuter Benefits at Aptia, the employer's plan will include two plans: mass transit and parking. Once enrollments are processed, debit cards are created. One card is issued in the participant's name and includes the mass transit and parking plans.

With Aptia's Smart Commute program, your employees will be able to load funds onto their SmarTrip®, Ventra or Clipper cards for transit and parking in the Washington, D.C., Chicago and San Francisco areas, respectively.

If you elect to participate in the Smart Commute program, your employees will have a special commuter page in their online account. From this page, they'll be able to load funds onto their SmarTrip® Ventra or Clipper cards to use their Commuter Benefits. Aptia will generate a report of these SmarTrip® transactions to help employers reconcile payroll deductions and employee elections.

What's the timing of payroll deductions?

The employer will provide per-pay-period contribution files to Aptia. The files will illustrate the participants' contributions to the plans. Once the file has been provided, contributed funds will post on the contribution date and be available for

participant use. Contributions for each month fund the card for use the following month. **Note:** The plan effective date is when contributions begin. The card will have funds available the first of the following month. For example, with a benefits start date of 1/1, the card would be available for use as of 2/1.

What type of reporting is available?

The employer will have access to reports including: Enrollment Report, Payment History Report and an Account Balance Report. These and additional reports are available on demand.

How does Claims Based Funding work?

Aptia's funding method is a Claims Based Funding arrangement where funds are debited from the employer's general asset checking account as needed to pay eligible claims. The participants' payroll deductions are held in the general asset account.

Funds are withdrawn as debit card transactions and online parking and vanpooling claims are processed. Aptia doesn't hold any advanced funding.

- **Debit Card Transactions:** Our debit card provider will send an email with funding details. This email is provided prior to the ACH transaction and funds will then settle to the account. Friday and weekend settlements will be posted the following Tuesday.
- **Online Parking and Vanpooling Claims:** An ACH withdrawal will be initiated from your company's bank account when claims are processed, which could be daily. Aptia will issue the reimbursement to your participants and will withdraw one lump sum from your



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company's bank account. The withdrawal will equal the amount in checks and direct deposits issued to your participants.

You'll receive a notification email every day that online vanpooling and parking claims are processed. Details regarding the claim activity and dollar amounts will be reflected on the Claims Reimbursement Notification stored in your online account. The Claims Reimbursement Notification will be available 24 hours before funds are settled with your bank.

What reimbursement options are available?

Transit products are purchased with the benefits debit card or through the pay the provider option in your participants' online accounts. Vanpooling and parking services can be purchased by using the benefits debit card, through the pay the provider option in participants' online accounts or by filing an online claim for the out-of-pocket expenses. Aptia doesn't require paperwork to be submitted for parking reimbursement.

If your employees live in the Washington, D.C., Chicago and San Francisco areas, the above information may not apply to your company. However, if you participate in Aptia's Smart Commute program, your employees will be able to access a special commuter page in their online accounts where they can load commuter funds onto their SmarTrip®, Ventra or Clipper cards.

Are cash reimbursements allowed for a transit voucher or pass?

Participants are responsible for using their terminally restricted debit card or, if applicable, purchasing fare media using the Smart Commute program. If a participant seeks cash reimbursement for fare media, they acknowledge that they are doing so due to a circumstance beyond their or Aptia's control and that they're unable to use a terminally restricted debit card or purchase fare media using the Smart Commute program.

How do participants file a parking or vanpooling claim online?

Participants can file their reimbursements in their Aptia online accounts. The Benefits Participant Guide, which is available in their accounts to download, walks through the steps of how to complete this process.

How do the participants purchase their passes?

Participants should use their benefits debit card as the form of payment at the transit or parking authority. They can use the balance on their benefits debit card to fund commuter cards or purchase passes on the authority's website. Transit and parking items can also be purchased by using the pay the provider option in their online accounts. **Note:** Consider your provider's ordering deadlines when using pay the

provider. Checks may take 7 to 9 business days to arrive at the provider via US Mail. Employees will need to purchase a SmarTrip®, Ventra or Clipper card and load funds onto the card from the commuter page of their Aptia online accounts.

What may cause a participant's debit card transaction to be declined?

A card may be declined due to lack of funds available on the card (i.e. Payroll contribution files weren't provided in time for the card to be loaded) or if the participant's contributions weren't enough to cover the cost of the purchase. Cards will decline at non-transit authorities (e.g. Walgreens, Albertsons, Safeway, etc. due to merchant category transaction IDs of drugstores or pharmacies). The participant can call Aptia's Participant Services team for additional assistance.

If you have participants in the Washington, D.C. area, they'll use our Smart Commute program instead of the debit card. If these participants are experiencing issues with their Smart Commute funds on their SmarTrip® card, they can call Aptia's Participant Services team for assistance.

What if the employer provides Aptia with dollars remaining from their prior commuter administrator?

The employer provides Aptia with a file illustrating the remaining dollars. **Note:** A specific file template is required to transmit balances to Aptia. Participants' accounts will reflect the balance within 2 to 4 business days of receiving the file.

How many debit cards will participants receive with their Commuter Plan?

Participants will receive one debit card per household. Participants have the option to order additional debit cards in dependents' names in their online accounts if they wish. However, transit benefits are only to be used for the participant.

What happens if the participant loses their debit card?

Participants can order replacement debit cards online. If you have participants in the Smart Commute program, participants with misplaced cards should purchase a new SmarTrip®, Ventra or Clipper card and register it online. From there, participants should call their transit authority to let them know they have replaced the card. They'll then need to enter the new card number on the commuter page of their Aptia online accounts. For assistance with this, participants can contact Aptia at 877-248-0510. Funds will be available on the employee's new card within approximately five days.

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How does an employer communicate that a participant has terminated employment?

To terminate an employee from all benefits, the employer would communicate this by importing a termination date on the Demographic File or by updating the participant's status in their online accounts. Terminated participants' debit cards are deactivated and they have a period of time determined by the employer's plan design to file parking or vanpooling claims online.

IRS regulations state that the maximum run-out period available is 180 days, but your Adoption Agreement will have the time allotted for your specific plan.

How does an employer communicate that a participant has decided to no longer participate in Commuter Benefits but isn't terminating employment?

To terminate an employee from an individual plan (e.g. No longer participating in the Commuter Benefits but still participating in a Dependent Care FSA) the employer would communicate individual plan termination on the Enrollment File.

If the participant has recurring orders through our Smart Commute program, those scheduled future orders will need to be canceled by the participant in their online account via the "Place Commuter Order" button.

How can an employer view participant information?

The employer will have access to their own online account. Access is available 24 hours a day, 7 days a week. In addition to storing reports, the employer will be able to view specific participant detail regarding plan usage.

How will the plan work for employees in Washington D.C., Chicago and San Francisco?

For participants in the Washington, D.C., Chicago and San Francisco areas who don't participate in our Smart Commute program, the use of the benefits debit card will vary depending on the employer's plan. If the debit card is offered for the plan in that area, all transit purchases at transit facilities will require documentation. If you have questions regarding whether a benefits debit card is available for your plan, please contact us.

If your company does participate in our Smart Commute program, your employees will have a commuter page on their Aptia online accounts where they can load funds onto their existing SmarTrip®, Ventra or Clipper cards to use their Commuter Benefits.

For participants in Washington, D.C., the WMATA system will not permit funds to be loaded to a SmarTrip® card that's enrolled for funds loading from or still has funds from another employer. In that scenario, the participant must provide a new SmarTrip® card number when placing their order through the Smart Commute program.