Welcome to ConnectYourCare Commuter Benefits

Now you can reduce your commuting expenses with Commuter Benefits!
Not only does the benefit save you money on work-related transit and parking expenses by allowing you to use pre-tax money for these items, but it is also simple to use!

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Eligible Commuter Options

There are several types of expenses that are eligible under this tax-saving plan, but keep in mind that the funds may only be used for commuting to and from work.

**TRANSIT**

- Buses
- Trains & subways
- Ferries
- Vanpools
- Ride shares through uberPOOL, Via, & Lyft Line

**PARKING**

(if your plan includes parking)

- Parking at or near your place of employment
- Parking at a location from which you connect with another transit option
- Multiple/flexible parking payment and reimbursement options are available, depending on your employer’s plan design
How much can I spend?

You can set aside up to $270 per month on transit expenses and up to $270 per month on parking expenses in 2021. However, this amount can change each year, as the IRS reviews and (bonus!) sets higher limits.

Keep in mind that transit and parking funds are considered two separate buckets of money and cannot be mixed and mingled. So be sure to calculate both your transit and parking expenses related to your daily commute, and elect contributions accordingly.

TRANSIT
$270/month

PARKING
$270/month
How do I spend my TRANSIT funds?

**Rechargeable Debit Card**
The easiest way to pay for commuter expenses is to use your commuter payment card to pay for transit passes or tickets, either at kiosks or on your preferred transit provider’s web site. It is pre-loaded each month with a specified amount.

**Direct Fare Media (i.e. Monthly Passes)**
You can also purchase your transit passes or smart cards directly through the CYC portal. You can set these up to recur each month, and passes are mailed to your home.

**Transit Vouchers**
You can select a commuter check voucher to use on any type of transit. Simply select what you need on the CYC portal and follow the online prompts.

**Van Pool Vouchers**
You can select a commuter check voucher to pay for van pool expenses. Simply select what you need on the CYC portal and follow the online prompts.
How do I spend my PARKING funds?

- **Rechargeable Debit Card**
  You can always use your Commuter payment card to pay for eligible parking expenses as they occur. That’s probably the easiest way.

- **Parking Cash Reimbursement**
  If your plan allows it, you may keep your out-of-pocket parking receipts and submit them through the online portal for verification and reimbursement.

- **Parking Vouchers**
  In the commuter portal, you can arrange for CYC to send parking vouchers directly to your home each month.

- **Direct Pay to Garages**
  In the commuter portal, you can elect to send payments directly to your parking garage vendor.
Logging In

- Go to [www.connectyourcare.com](http://www.connectyourcare.com)
- Select the button ‘Log In / Sign Up’
- Then select ‘Don’t’ have an account? [New User Registration]^
- Next, select ‘Access Commuter Benefits’
- Follow the prompts to set up a new account or use your existing username and password

From the left-hand navigation tabs, select the **COMMUTER BENEFITS** tab to view your commuter benefits dashboard.
Overview of the Commuter Dashboard

Complete Insight to Your Commuter Benefits:

- View your recent orders
- See reminders
- Repeat past orders
- Set up recurring orders
- Place a transit or parking order
- View Benefits
- Change your profile info
- Contact support
- Read FAQs
- Receive important notifications about your frequently-used transit options
The Dashboard will have information you need at a glance, such as order reminders and a savings calculator.
Begin making your selections regarding your preferred method of commuting.

Simple Ordering Interface
Where You’re Going – Entering ZIP Codes

If you need to narrow down your choices, fill in your travel ZIP codes and the platform will populate your best options.
Follow the prompts as the platform walks you through steps to choose the products you need. You will see the most popular selections for your ZIP code and a list of local transit authorities. Select the one that you prefer.
Recurring Order Functionality

If you regularly use the same transit option, set up a recurring monthly order, so you can set it and forget it!
You will always have the option to review your order and make adjustments before you place your order.
If you need assistance during your order, you can refer to these handy instructions for all types of orders. Or click on CONTACT US to be directed to our toll-free help line.
Making Changes to Profile

Update your profile so ConnectYourCare can reach you when needed. You may keep a personal credit card on file to cover any overages that you wish to spend above and beyond your monthly commuter benefit amount ($270/month).
Verifying Delivery Address

Please keep your mailing information up-to-date to ensure that vouchers or passes are properly delivered. If your employer allows you to make an address change directly, you can update it in the “My Profile” section of your account, but always remember to submit any address changes to your Human Resource Department so they have your address change in their records too.
Helpful Tips

Recurring Orders
If you set your order to recur monthly, funds will be loaded onto your card automatically each month. You won’t have to log back into your account unless you want to make changes to your order.

Managing Your Card
You can activate or report a problem with your card right from your dashboard. More details about your ConnectYourCare Visa® Debit Payment Card such as transaction history, can be found under My Account > Card Management.

Using Your Card
Your ConnectYourCare Visa® Debit Payment Card has a PIN, which is accessible from the Card Management page in your online account. However, you can bypass the need for a PIN by selecting the CREDIT option when making a purchase.

Editing or Deleting Your Order
After your order has been placed, you may edit or delete your order (up to the 10th of the month in most cases). You can make changes to your order right from your dashboard. Select your upcoming order, and click ‘Edit’ or ‘Delete’ under ‘Options.’

About Cash Reimbursement
If you pay for your parking expenses out of pocket, be sure to save your receipts. Go to the Parking Cash Reimbursement page on our site and file a claim. Once your claim is approved, we will send you a reimbursement check.
FAQ

How does this benefit work?
There is no need to complete any enrollment forms. Simply log in to your online account, order your transit or parking, and your passes or vouchers will be mailed directly to you, or if you elect, your parking provider will be paid directly. Your purchase will be deducted automatically from your paycheck. This is a monthly benefit, and changes can be made monthly (before the 10th of each month), or you may set up your account to process recurring benefits in the same amount/delivery method.

How can I make changes to my information?
After your order has been placed, you may edit or delete your order (up to the 10th of the month in most cases). You can make changes to your order right from your dashboard. Select your upcoming order, then click ‘Edit’ or ‘Delete’ under ‘Options’.
To change personal information, log in to the Commuter Portal and click My Account to update your information.

How does the pre-tax payroll deduction work?
The amount that you spend on transit or parking can be paid for with pre-tax money. When you order transit and parking online, the value of your order is automatically deducted from your paycheck. Your yearly taxable income is reduced by the amount of your purchase. For tax years beginning after January 1, 2021, the IRS allows up to $270 a month pre-tax for costs and up to $270 a month pre-tax for parking costs. Any amount beyond that becomes a posttax deduction.
Assuming a total tax rate of 30%, if you spend $270 on commuting and $270 on parking each month, you can save $1,944 per year. That’s like getting more than 3 and a half months for free!

What is cutoff date for ordering transit and parking passes?
Your order deadline is displayed prominently on the home page of the Commuter Portal. For most employees and transit authorities, you must place your order by the 10th of the month for the following month. Orders received by the 10th of the month are processed and mailed no later than the 23rd of that month. Example: Passes ordered by June 10th are for July and are mailed no later than June 23rd.
However, some employers have modified the order deadline. Additionally, some transit authorities have a different order deadline. Please check online to verify your order deadlines.
FAQ

Can I order the exact pass that I use now?

Absolutely. We offer more than 100,000 different types of commuter and parking benefits. Most likely, we have exactly what you need for your transit or parking provider.

Do I have to remember to place my order each month?

You can set your order up as recurring, meaning that we'll automatically process it each month until you notify us otherwise. We can also send you an email each month reminding you that you have an order in the system, and prompting you to re-enter the site if you need to make a change.

How do I add my ConnectYourCare Visa® Debit Payment Card to the Car Service App?

Simply open the app on your smartphone, select payment, and then add a credit card. Once on this screen, enter in the fields from your ConnectYourCare Visa® Debit Payment Card. You will have to ensure this card is selected prior to requesting the car service. This card may not be used for personal car service requests.

What expenses can be purchased pre-tax?

Eligible expenses include public transportation used for your transit to work and many parking expenses. Only your work commuter expenses are eligible. You may not use this benefit for your spouse’s or dependents’ commuter expenses. Below are some examples of qualified and unqualified expenses.

Eligible Transit Expenses:
• Buses
• Trains & subways
• Ferries
• Vanpools
• Commuter highway vehicles
• Shared ride card service apps - uberPOOL and Lyft Line

Eligible Parking Expenses (if included in your plan)
• Parking at or near your place of employment
• Parking at a location from which you commute to work

Ineligible Transit and Parking Expenses
• Bridge tolls
• Highway tolls
• Expenses for someone other than you
• Uber and Lyft services not associated with uberPOOL and Lyft Line services
Detailed Ordering Instructions

TRANSIT

PARKING

RIDE SHARING
Getting Your ConnectYourCare Visa® Debit Payment Card

Commuter ConnectYourCare Visa® Debit Payment Card

You can use your ConnectYourCare Visa® Debit Payment Card to pay for eligible Commuter Benefits expenses. It’s the easiest way to purchase tickets, fare online, passes, and pay parking providers who accept Visa.

To get your ConnectYourCare Visa® Debit Payment Card, log in to your ConnectYourCare account.

1. Go to ‘Place an Order.’
2. Select Product ‘ConnectYourCare Visa® Debit Payment Card.’
3. Populate the amount you’d like loaded on your card each month, up to the monthly limit.
4. Set up your PIN number to activate your card (something you will remember).
5. Enter your date of birth.
6. Select “Save Changes,” then ‘Proceed to Checkout.’
7. Confirm your desired address for mailing.
8. Read and agree to the terms of service and ‘Place Order.’

You will receive your card in the mail after your first order. If you choose to have your order recur, this card will be reloaded electronically for future orders by the 23rd of every month preceding the benefit month. Please activate your Commuter ConnectYourCare Visa® Debit Payment Card when you receive it and keep it for long-term use. We recommend participants ordering this product to set a load amount that’s appropriate for their normal monthly commute. Unused benefits will remain accessible from your Commuter ConnectYourCare Visa® Debit Payment Card as long as you remain eligible to receive the benefit and your Commuter ConnectYourCare Visa® Debit Payment Card remains active. Should you no longer be eligible to receive the benefit in the future, unused benefits loaded to your Commuter ConnectYourCare Visa® Debit Payment Card may be forfeited to your employer.
Using Your ConnectYourCare Visa® Debit Payment Card

Commuter ConnectYourCare Visa® Debit Payment Card

Your commuter payment card can be used for purchasing transit products, paying for work-related parking expenses, or paying vanpool fees. You will receive one card, which is funded monthly with a specified amount. No more waiting in line or saving receipts.

The Commuter ConnectYourCare Visa® Debit Payment Card is accepted at Transit Agencies, fare vending machines, vanpool providers, most parking companies, and designated transit retail centers where only transit products are sold. Use your ConnectYourCare Visa® Debit Payment Card the same way you would use a credit card.*

1. From the side menu select ‘Place an Order’.
2. Select your preferred transportation methods and click ‘Next.’
3. Enter your home and work zip codes, then click ‘Next.’
4. Select ‘ConnectYourCare Visa® Debit Payment Card’ from the list of options.
5. Enter your order details and set your recurring order preferences. When finished, click ‘Next.’
6. View your cart, then click ‘Proceed to Checkout’.
7. Review your order. If everything is correct, click ‘Place Order.’
8. A confirmation will display that your order has been placed.
9. You may elect multiple benefits (i.e. parking AND transit), and simply repeat the order flow for each type of benefit.

*You can only use the Commuter ConnectYourCare Visa® Debit Payment Card for commuter products as defined by the tax code that governs this benefit program. The Commuter ConnectYourCare Visa® Debit Payment Card may only be used for qualified commuter benefit purchases in accordance with IRS Tax Code 132(f). No cash or ATM access. This card may not be used everywhere Debit Visa is accepted. The Commuter ConnectYourCare Visa® Debit Payment Card is issued by Florida Capital Bank, N.A., pursuant to a license by VISA USA, Inc. Visa is a registered trademark.
Placing a Transit Order

1. From the side menu in the Commuter Portal dashboard, select ‘Place an Order’.
2. Select your preferred transportation methods, for example, ‘Train’; and click ‘Next’.
3. Enter your home and work zip codes, then click ‘Next’.
4. Select your product or transit authority from the list of options.
5. Enter your order details and set your recurring order preferences. When finished, click ‘Next’.
6. View your cart, and click ‘Proceed to Checkout’.
7. Review your order. If everything is correct, click ‘Place Order’.
8. A confirmation will display that your order has been placed.
1. From the side menu in the Commuter Portal dashboard, select ‘Place an Order’.

2. Select your preferred transportation methods, for example, ‘Train’, and click ‘Next’.

3. Enter your home and work zip codes, then click ‘Next’.

4. A list of Smart Card options available for your area will display in the list of product options.

5. Provide required information including the amount you want added to your card and your account number and set your recurring order preferences.

6. When finished, view your cart, click NEXT and click ‘Proceed to Checkout’.

7. Review your order. If everything is correct, click ‘Place Order’.

8. A confirmation will display that your order has been placed.

Note: Many Smart Cards, including Chicago’s Ventra, Washington DC’s SmarTrip and San Francisco’s Clipper Card, require you to obtain the card directly from the transportation authority or participating retail outlet first, then log in to your online account to add funds to the card. You will need your smart card account number.
1. From the side menu in the Commuter Portal dashboard, select ‘Place an Order’.
2. Select your preferred transportation methods, for example, ‘Train’; and click ‘Next’.
3. Enter your home and work zip codes, then click ‘Next’.
4. Select **Commuter Check Voucher** from the list of product options.
5. Enter the quantity and denomination of Commuter Checks needed and set your recurring order preferences.
6. When finished, click NEXT, view your cart, and click ‘Proceed to Checkout’.
7. Review your order. If everything is correct, click ‘Place Order’.
8. A confirmation will display that your order has been placed.
If parking benefits are included in your plan, there are a variety of options for parking orders to suit your lifestyle and needs. After selecting ‘Park’ front the ‘Place an Order’ screen, you will have several options from which to choose. Select the option that works best for you, and follow the easy online prompts to complete your order.

Tell us about your parking habits.

- I Park at a Meter
- I Have an Account with a Provider
- I Pay with a Debit/Credit Card
- I Pay Cash for Parking
- I Park at Caltrain
Paying Cash for Parking or Parking Reimbursement

If offered by your employer, you can get reimbursed for eligible work-related parking expenses paid out of pocket. You may set up a recurring reimbursement order, file a reimbursement claim online, or contact customer service to receive a claim form.

1. From the side menu, select ‘Place an Order.’
2. Select PARKING (P) icon from the products menu.
3. Enter your zip codes, then click ‘Next.’
4. Select ‘I Pay Cash for Parking’ from the list of parking habits.
5. Select ‘Enroll in Cash Reimbursement’ from the list of options.
6. Enter your order details and select your recurring options. When finished, click ‘Next.’
7. View your cart, and click ‘Proceed to Checkout.’
8. Review your order. If everything is correct, click ‘Place Order.’
9. A confirmation will display that your order has been placed. You will need to provide documentation that includes your name, description of service, date of service, and amount changed. Cancelled checks, credit card receipts, or balance forward statements are not acceptable.
1. Open up the Lyft or Uber application on your smartphone.
2. Add the ConnectYourCare Visa® Debit Payment Card as a new payment method. On the Uber app, select Commuter Benefits before adding your card information.
3. When you are ready to schedule your ride, open your app and choose your destination.
4. Select the Commuter ConnectYourCare Visa® Debit Payment Card as your payment method.
5. Select the eligible shared ride option.
6. Enjoy your commute!
Happy Riding!