FREQUENTLY ASKED QUESTIONS: COMMUTER BENEFITS

HAVE A QUESTION?

It sure is easy.

Below are answers to the most frequently asked questions we receive. If you are currently enrolled in a Surency plan, log in to your Member Account at Surency.com for specific plan details.

Q: What is a commuter benefits plan?
A: A Commuter Benefits plan is a qualified transportation benefit program authorized by the IRS and provided by your employer. For Pre-Tax Benefit programs administered by Surency, qualified expenses are dictated by the IRS and Surency uses those guidelines in reviewing your claims.

- *Qualified Transit* expenses cover public transportation and vanpools carrying six or more adult passengers (excluding the driver). Any type of transit service, publicly or privately owned or operated, including bus, rail, subway, ferry, shuttle bus, and commuter highway vehicles under contract, which provides to the public and/or employees, general or special service on a regular and continuing basis is eligible.

- *Qualified Parking* expenses cover parking at or near work, or at or near a place where you take public transportation to work.

Under a Commuter Benefits plan, you may have a transit account, parking account, or both depending on what your employer chooses to offer.

Q: How does the plan work?
A: You authorize your employer to deduct a pre-tax amount for parking or van-pooling/transit from each paycheck, up to the IRS (monthly) limits. Pay for expenses with your Surency Benefits Card and the expense is automatically deducted from your Commuter Benefits Account. If your transit or parking authority does not accept your Surency Benefits Card for payment, you may file a claim for reimbursement.

Q: How do I get reimbursed for my expenses?
A: Surency offers three ways to get reimbursed:

1. The easiest option is to use the Surency mobile app. Choose 'File a Claim,' enter the requested information and snap a photo from your phone of your receipt. The claim request and receipt will be automatically sent to Surency for processing.
2. Log in to your Member Account at Surency.com. Choose 'File a New Claim,' upload your receipt and enter the requested information. The claim request and receipt will be sent to Surency for processing.
3. Print a Parking or Transit Claim Form and mail it to Surency for processing. Paper claim forms are available to download and print at Surency.com.

Q: How do I enroll?
A: You can enroll, change or terminate your pre-tax deduction at any time. All changes are effective on checks issued on or after the first of the month following the change or enrollment. Once you are enrolled and have made an election for that particular month, you cannot change that monthly election. Contact Surency's Customer Service department at 866-818-8805 to discuss the specific details of your plan.

Q: How does my Surency Benefits Card work?
A: If you elect to utilize the Surency Benefits Card at enrollment, you will receive it in the mail. It is essentially a limited use credit card. The funds are added to the Benefits Card electronically on each pay date during the month following the enrollment deadline.

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Q: What expenses are not eligible?
A: The following is a partial list of Commuter Benefits expenses that are not eligible:

- Tolls
- Traffic tickets
- Fuel
- Mileage or other costs you incur in operating a vehicle
- Taxis
- Payments to a fellow participant in a carpool or to a friend who drives you to work
- Parking at your personal residence
- Parking at your spouse or someone else's place of work
- Parking at a mall or similar location where you stop on your drive to or from your place of work
- Costs that have been or will be paid by your employer, such as for a business trip
- Parking at an airport for taking an airplane to work

Q: I pay for parking at a park-and-ride lot, but pay for a bus pass separately. How do I use my commuter benefits account to pay for parking and transit separately?
A: You can use your account for parking and for transit by electing each Commuter Benefit separately. The bus fare would count toward the monthly $315 transit limit; the parking fee would count toward the $315 parking limit. Your Surency Benefits Card can still be used and will pull money from the correct purse.

Q: What are the annual limits for commuter benefits?
A: Annual limits are set by the IRS. The following limits are currently in effect for 2024 (indexed annually):

- Parking deduction is limited to $315 per month
- Transit passes & vanpooling (whether separately or combined) deduction is limited to $315 per month.

Any monthly costs above these limits cannot be exempt from taxes and cannot be carried over to future months. Although these are the limits set by the IRS, your employer may choose to offer lesser amounts.

Remember, if you paid for the transit or parking expenses with your Surency Benefits Card, you will not need to file a claim.

Q: What are the claim(s) filing limits?
A: Federal Regulations require claims to be filed and substantiated within 180 of incurring the expense. All claims filed after the 180 day window will be denied and funds will be forfeited.

Q: Will the funds be forfeited at the end of the calendar year?
A: Commuter Benefits are not tied to a benefit year, so the funds will remain in your account (funds rollover from month to month) until used or within 180 days (filing limit) after the services were provided. However, if your employment ends, any money remaining in your account will be forfeited.

MANAGE YOUR BENEFITS

You have 24/7 access to your account through the Surency Mobile App or on your Member Account at Surency.com.

Scan to download the Surency Mobile App!

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