



## ABOUT THE TRANSITCHEK CARD

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### Q. What is the TransitChek Card?

A. The TransitChek® Card, a prepaid Visa® card, is the TransitChek Program's newest commuter benefit product. It is an anonymous Card, which allows you to purchase transit tickets, or passes using tax-free dollars wherever Visa debit cards are accepted.

### Q. Is the TransitChek Card a credit card?

A. No. The TransitChek Card is a preloaded Card with tax-free funds that allows you to purchase transit tickets and passes using ticket vending machines. You don't need to provide any personal information to use it. It is ready to use as soon as you receive it.

### Q. What values does the TransitChek Cards come in?

A. TransitChek Cards are available in a wide variety of denominations up to the current IRS monthly limit of \$230, providing enhanced flexibility for employees.

### Q. How do I know if my transit service will accept the TransitChek Card?

A. The TransitChek Card is accepted at all ticket vending machines, and station windows that accept Visa debit cards, including Metra, CTA and Pace.

### Q. How do I use the TransitChek Card?

A. For ticket vending machines, follow the onscreen instructions, then insert the TransitChek Card when prompted to complete the transaction. If given the option to choose between "debit" and "credit," choose "credit." If asked to provide zip code information enter your home zip code.

\* Some ticket vending machines require a zip code to complete the transaction and to help prevent fraud. This information is not stored or used for any other purpose.

### Q. How do I know how much value is on a TransitChek Card?

A. The initial value of the TransitChek Card is embossed on the front of the Card. As you begin using the TransitChek Card you can check your balance by visiting **[www.tccard.transitcenter.com](http://www.tccard.transitcenter.com)** or by calling **1.888.288.CHEK (2435)**.

### Q. Can I use the TransitChek Card for more than one purchase?

A. Yes. You can use the Card to make several purchases. However, you must have enough money on your Card to make the purchase.



**Q. Can I use the TransitChek Card along with cash, a personal check, or another card to pay for a ticket or pass?**

**A.** Ticket vending machines only accept one form of payment (cash or debit/credit card) for a single purchase. At station windows, some transit operators may allow combined forms of payment for one transaction. Please check with your transit operator to see if split transactions are permitted.

\* If you need to make a purchase for more money than is on your Card, you must add additional value to the Card using a personal debit or credit card, or you can transfer balances from one TransitChek Card to another TransitChek Card in order to have sufficient funds. This must be done prior to initiating the transaction.

**Q. What if my monthly commuting cost is more than the amount on the TransitChek Card?**

**A.** You will be able to add value to your Card using your personal debit or credit card, up to three times per TransitChek Card, for a maximum value of \$500. You can do this through the TransitChek Card web site at **[www.tccard.transitcenter.com](http://www.tccard.transitcenter.com)**. TransitChek must be registered in order to add funds, which will require some personal information.

**Q. Why is personal information required to add value to the TransitChek Card?**

**A.** Because adding value from a personal debit or credit card is a financial transaction, financial institutions require some personal information to verify the transaction.

**Q. What if I still have a balance on the TransitChek Card by the time I get a new Card?**

**A.** If you haven't used the entire value of one TransitChek Card you can transfer the remaining balance to a new TransitChek Card. Balance transfers can be made through the TransitChek web site at **[www.tccard.transitcenter.com](http://www.tccard.transitcenter.com)** or by calling **1.888.288.CHEK (2435)**.

**Q. Do I need to keep my Card after I've used up all the value?**

**A.** You should keep your TransitChek Card until the fare media value purchased is depleted, or the benefit month is over, whichever is later. If your transit operator needs to reverse a charge, you will need your TransitChek Card number to process your refund.