



Dear TransitChek® Customer:

Hurricane Sandy has had a devastating impact on many people over the last few days. We hope you and your loved ones are safe.

Despite the hurricane, our employees have been working tirelessly to keep our systems running so that we can continue to serve you. The next few weeks will be challenging for all of us—and information will be changing constantly—so we wanted to provide you with links to websites that will be helpful in the coming days as you determine the status of transit provider services specific to your commute:

- [MTA \(including subway, bus, LIRR and Metro-North\)](#)
- [NJ TRANSIT](#)
- [PATH](#)
- [New York Waterway](#)
- [Amtrak](#)

Here are some additional websites you may find useful:

- [New York City Severe Weather](#)
- [New York State Office of Emergency Management](#)
- [New Jersey Office of Emergency Management](#)
- [Connecticut Hurricane Sandy Information on Preparedness and Response](#)
- [Pennsylvania Hurricane Sandy Information](#)

Our hours of operation for our New York City Replacement Center will remain 8:30 am to 4:45 pm ET. Our call-in Customer Service team will be available to assist commuter benefit program participants from 8:00 am to 8:00 pm ET Monday through Friday. Additionally, all of our websites and transactional systems remain operational.

We will continue to keep you updated on major events in the coming days. In the meantime, we ask for your patience as New York, and the entire East Coast, recovers from the devastating impact of Hurricane Sandy.

Thank you for remaining a loyal TransitChek customer—and stay safe.

Sincerely,

TransitChek Customer Service

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