# Commuter benefits FAQ

### 🫀 **Participant content**

This article provides an overview of commuter benefits by answering frequently asked questions.

**What type of information can I view in my online account?**

Your online account provides your plan information, account history, available balance, and more. Your annual election will appear as a default amount based on IRS pre-tax maximums and can be disregarded. Your available balance is based on contribution amounts provided by your employer.

**What if the cost of my pass changes?**

You may be able to update your payroll deductions in your online account. See How to update your commuter benefits election in your online account for more information. If you are not able to update your payroll deductions in your online account, contact your employer to adjust them for you.

**What can I do if I am unable to use my WEX benefits card due to circumstances beyond my control?**

If you purchase a mass transit or parking product out of pocket, you have 180 days from the date of service to file a claim for reimbursement. You can file the claim in your online account or the WEX benefits mobile app.

**What if I have dollars remaining from my employer's prior commuter benefits administrator?**

Your employer will provide us with the necessary information. We will add the appropriate balances to your account for you to use.

**What if I have dollars remaining at the end of the plan year?**

Funds will automatically roll over to the new plan year. Since commuter benefits is a month-to-month plan, you are not required to re-enroll except in rare instances where an employer has opted out of the auto-enrollment feature.

**What happens if I terminate employment?**

Your WEX benefits card will be deactivated, and you will have a run-out period to submit mass transit or parking claims incurred while you were still actively employed. Your employer determines the length of the run-out period. For more information on the run-out period, refer to your employer's Adoption Agreement and see Summary Plan Description (SPD) FAQ. After the run-out period ends, any remaining funds in your account are forfeited back to your employer's plan.

### What happens if I choose to no longer participate in commuter benefits but I am not terminating employment?

If you choose to terminate your commuter benefits enrollment, you can continue to submit mass transit and parking claims for a set amount of time determined by your employer's plan design, also known as the run-out period. Your WEX benefits card will no longer work for mass transit and parking expenses, however. For more information on the run-out period, refer to your employer's Adoption Agreement and see Summary Plan Description (SPD) FAQ.

If you have recurring orders through Smart Commute, you will need to cancel those future orders in your online account using the "Place Commuter Order" button.

## 💼 Client content

### What if I want to contribute to my employee's benefit?

You will provide the designated amount or percentage to be contributed through a file to WEX. The provided amount will be available each month for participants to use toward the purchase of a parking or transit order. The employer contribution amount resets each month. Unused amounts roll over from month to month.

### Can I provide WEX with dollars remaining from my company's prior commuter benefits administrator?

If you provide WEX with rollover balances, we will apply those funds to participants' commuter benefits accounts. The rollover information will be collected through a file and sent to us. We will process the file and update participants' accounts to reflect the rollover balance. See Commuter benefits rollover funds for more information.

### What if I have a participant who updates their commuter benefits election?

We suggest updating the contribution file with the new amount since that drives the amount of funds available for a participant. See Getting started with Benefits files for more information.