

# Commuter Benefits Account Transit | Parking

Login Site:

**MyAccounts.hsabank.com**



## GETTING STARTED WITH YOUR COMMUTER BENEFITS ACCOUNT



**To register your online account**, go to [MyAccounts.hsabank.com](https://MyAccounts.hsabank.com), click on “Create your new username and password,” and follow the prompts.

**After you have set up your account, you can access your account online** through our Benefits Administration Platform.

- Robert Half, Protiviti and Full-Time Professionals: <https://EnrollMyRHBenefits.com>

Here you can view current balance information, set up or update your profile, review account activity and manage your healthcare expenses.



**Your HSA Bank Visa® Debit Card** will arrive in a separate mailing. You can use your card at point-of-sale to pay for IRS-qualified commuter expenses. Remember to save your documentation in the event HSA Bank needs to validate or substantiate the eligibility of the expense.



**Go Paperless!** We encourage you to elect to receive notifications and alerts electronically by providing your email address or mobile phone number. The Statements & Notifications Preferences page on the Member Website outlines all the documents and notifications available.



**Smart Commute** may be available in your metropolitan area and will enable you to load funds directly to a transit authority account/card card right in the member website. Please access your member website (as shown above) for more details.

## NEED ADDITIONAL ASSISTANCE?



At HSA Bank, we're committed to providing you with superior service. That's why we offer 24/7 live phone support. Simply call 833-228-9354 to speak with a representative.





## FAQS FOR THE NEW MEMBER

### What's considered an IRS-qualified Commuter Benefits (transit and parking) expense?

Commuter Benefits include transit and parking expenses for the member only. Spouses and dependents aren't eligible to participate.

**1. Transit:** Covers eligible mass transit costs, including:

Tickets, vouchers and passes to ride subway, train, city bus or ferry.

Transportation in a commuter rideshare vehicle (e.g. Uber, Lyft), for travel to and from home and work.

**2. Parking:** Expenses must be at or near your place of work or at the location where you take public transportation.

### When am I able to enroll in Commuter Benefits, or change my election amount?

You can elect to participate in Commuter Benefits at open enrollment or any time during the year. You can change or discontinue these monthly benefits any time during the year.

### Do I pay upfront or get reimbursed for my Commuter Benefits (transit and parking) expenses?

For **transit expenses**, you must pay upfront, using your debit card only. **Parking expenses**, on the other hand, may be purchased ahead of time using your debit card, or by submitting a claim for reimbursement when your purchase is made with another method of payment.

### How often are the parking claim reimbursements made?

Claims are processed on a daily basis. Once your claim has been processed and approved, payment will be issued to you by check or direct deposit. If you elect to receive a check, please allow extra time for delivery through the postal service.

### Can I set up direct deposit for receiving my parking reimbursements?

Yes, you can receive your reimbursements more quickly by signing up online for direct deposit to your external, personal checking or savings account. On the Accounts tab, Banking/Cards page, click on "Add Bank Account", enter your bank account information, and click Submit.

### How do I request a reimbursement for parking expenses?

We want to make obtaining reimbursement as easy as possible. In order to process your request, you must submit a Reimbursement Request Form, along with all receipts, to ensure that the request is for an IRS-qualified parking expense.

Claims may be filed online at the Member Website, through HSA Bank Mobile<sup>1</sup>, or by mailing or faxing the documentation to:

**Mail:** HSA Bank Client Assistance Center  
PO Box 2744  
Fargo, ND 58108-2744

**Fax:** 855-764-5689

### How long will it take to receive my reimbursement?

If you submit all of the documentation needed to process your reimbursement, it will generally take one to two days, plus mailing time.

### Are Commuter Benefits (parking and transit) elections made on an annual or monthly basis?

Parking and transit benefits are made on a monthly, rather than annual, basis. Both can be changed subject to Robert Half's rules about frequency and timing of the deductions, up to the maximum amount set by the IRS. This monthly limit applies to both the amount you can deduct from your pay each month before tax as well as the maximum reimbursement amount for any month's parking or transit expenses.

### When are my commuter funds available?

Commuter funds are deposited into your account following each payroll deduction.

1. While the HSA Bank Mobile app is free to download, message and data rates may apply. Check with your mobile services provider for any charges that may apply for data usage on your mobile device. Please refer to the Online Services Agreement for further details regarding HSA Bank Mobile banking services.