



# Pay for transportation and parking with your benefit debit card

## The basics

**The PacificSource Administrators, Inc. benefit debit card gives you a way to pay for qualified parking and transit expenses.** When you use your card, the funds are immediately deducted from your parking or transit account, which allows you to save on taxes by using pretax dollars to fund it. Available funds are limited to the account value at the time you use your card.

Keep photos of your itemized receipts for these purchases, as they may be needed for documentation.



### How it works

Once your benefit debit card is set up with your account, you can use it for eligible parking or transit expenses to or from work.



### Where you can use it

Use your card at the following:

- Most mass transit facilities where you can buy a transportation pass, token, fare card, or similar item. If you're buying from a retail store, your card may not work, but you can submit a claim for reimbursement.
- Anywhere you pay for parking, such as mass transit park-and-ride locations.



### Maximize your benefits

**You can only use your card for parking or transit expenses related to your work.**

Available funds are limited to the account value at the time you make your purchase. If you need to spend more than your available balance, ask the merchant to charge your card up to your available balance amount, and use another form of payment for the remainder. If the merchant won't allow a split payment, use another form of payment and submit a claim for reimbursement.

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### Email

[PSACustomerService@PacificSource.com](mailto:PSACustomerService@PacificSource.com)

### Phone

800-422-7038

TTY: 711

We accept all relay calls.

En Español: 866-281-1464

[PacificSource.com/PSA](https://www.pacificsource.com/PSA)





## Ineligible transactions

If you receive a notice that your transaction is ineligible or needs additional documentation, you have three options:

- Submit the documentation.
- Submit documentation for an eligible transaction to shift the amount away from the ineligible one.
- Refund the expense by sending us a check or money order for the ineligible amount.

If the transaction issue hasn't been resolved within the allotted time, the card will be suspended. Amounts for transactions that aren't properly documented, or that have been deemed ineligible, may be included as wages on your W-2 if not corrected within 150 days after the plan year ends or the card closes.

## Benefit debit card tips



### Activation

To activate your card, call our Customer Service team or the number on the back of the card. Card activation requires the last four digits of your PacificSource Administrators ID number (e.g., 000123**4567**).



### Who should sign?

While both of the cards you receive are printed with the participant's name, the participant's spouse or dependent should sign their own name on the card that they will use.



### About your card

There is no cost for the initial set of two cards. You should retain your card until expiration, even if you do not re-enroll during that time. If you are enrolled in an eligible plan, you will automatically receive a new set of cards after the five-year expiration date for no additional fee.



### Additional and replacement cards

If you request additional cards for eligible dependents, you will receive two cards for a fee of \$10 per set. This fee is deducted from your account.



### Manage your account online

Sign in to your account at [PSA.Consumer.PacificSource.com/Login](https://PSA.Consumer.PacificSource.com/Login) where you can view your eligible expenses, check your current balance and transaction history, submit claims, or provide documentation for transactions.

Visit [PSA.PacificSource.com/FAQ\\_Transportation.aspx](https://PSA.PacificSource.com/FAQ_Transportation.aspx) for more information.



### Save your receipts!

It is important to keep your paperwork, such as an itemized receipt that shows the item name or description. When we're not able to verify purchases automatically, we'll request documentation to confirm that the expenses are eligible.



### Where to send documentation

Sending your documentation is easy. Simply use our online system, fax it, or mail it to us.

- Online: [PSA.Consumer.PacificSource.com/Login](https://PSA.Consumer.PacificSource.com/Login)
- Fax: **866-446-6090**
- Mail: PacificSource Administrators  
PO Box 2797, Portland OR 97208-2797