

GoNavia Transit Benefit

The GoNavia Transit Benefit allows employees who commute to and from work to receive pre-tax funds to pay for their work-related mass transit expenses. Eligible expenses include:

- **Transit passes**
- **Ticket books**
- **Fare cards**
- **Vanpool costs**

How it works:

Simply log in at the Navia website (www.naviabenefits.com), select the “GoNavia Commuter Benefits” link follow the prompts to place your order.

Your transit order will be loaded onto your Navia Benefits Card before the 1st of the order month. The card may be used at any transit vendor that accepts MasterCard™. If you have a benefits card with your current employer, you already have the card you need! If you have not been issued one before, we will mail one to you with your first order. Future orders will be loaded onto the same card. Any unused funds may be used in subsequent months.

All orders and changes must be completed by 11:59 pm PST on the 20th day of the month prior to the month you would like to receive your benefit. For example, if you are planning on utilizing the benefit for the month of February, you would need to place your order by January 20th.

If you have placed a recurring order, you will receive a friendly email on the 10th of each month to remind you to check your order settings and make changes as necessary before your order deadline.

Here are some FAQ's about the program:

Q: When will my Navia Benefits Card be sent to me?

A: If you already have a Navia Benefits Card your transit funds will be loaded to your current card—there's no need to wait for a new one. If you don't have a card one will be mailed to you once you submit your first order. Remember, this card will be the same card if you are enrolled in other benefits with Navia.

Q: Do I have to log in to place my order each month?

A: No. The GoNavia Benefit allows you to place a one-time order or to set your order to recur for the months of your choice. If you have selected recurring orders, you will receive a friendly email on the 10th of each month to remind you to check your order settings and make changes as necessary before your order deadline.

Q: What happens to the transit balance on my Navia Benefits Card at the end of the benefit month?

A: The balance will roll over from month-to-month as long as you are an active employee and remain eligible for this benefit. Keep in mind that these funds may only be used to pay for transit related expenses. They may not be used to pay for expenses covered by another benefit. Upon termination, your Navia Benefits Card will be shut off and any unused balance on the cards will be forfeited.

Q: Can I reload my transit smart card?

A: Most existing smart cards can be reloaded by using the Navia Benefits Card as a funding source. Be sure to verify any specific timing requirements or additional processing fees that may be associated with your particular smart card. All fees assessed by your smart card should be incorporated into your order total

Still have questions on how the GoNavia Transit Benefit works?

Visit Us Online

www.naviabenefits.com

Call Us

(800) 669-3539

Monday – Friday (6AM – 6PM PST)

Email Us

customerservice@naviabenefits.com

GoNavia Parking Benefit

The GoNavia Parking Benefit allows employees who commute to and from work to utilize pre-tax funds to pay for their work-related parking expenses. Eligible expenses include:

- **Parking costs associated with a lot at or near the place of business.**
- **Parking costs from a lot that is at or near the place of commute (i.e. rideshare, carpool, vanpool)**

How it works:

Simply log in at the Navia website (www.naviabenefits.com), select the “GoNavia Commuter Benefits” link, and follow the prompts to place your order.

Your parking order will be loaded onto your Navia Benefits Card before the 1st of the order month. The card may be used at any parking vendor that accepts MasterCard™. If you have a Navia Benefits Card with your current employer, you already have the card you need! If you have not been issued one before, we will mail one to you with your first order. Future orders will be loaded onto the same card. Any unused funds may be used in subsequent months.

If you selected the “Pay Me Directly” option while ordering, a paper check will be mailed to you. If you elected direct deposit with Navia, a deposit will be initiated to your designated account instead.

All orders and changes must be completed by 11:59 pm PST on the 20th day of the month prior to the month you would like to receive your benefit. For example, if you are planning on utilizing the benefit for the month of February, you would need to place your order by January 20th.

If you have placed a recurring order, you will receive a friendly email on the 10th of each month to remind you to check your order settings and make changes as necessary before your order deadline.

Here are some FAQ'S about the program:

Q: When will my Navia Benefits Card be sent to me?

A: If you already have a Navia Benefits Card your parking funds will be loaded to your current card—there's no need to wait for a new one. If you don't have a card one will be mailed to you once you submit your first order. Remember, this card will be the same card if you are enrolled in other benefits with Navia.

Q: Do I have to log in to place my order each month?

A: No. The GoNavia Benefit allows you to place a one-time order or to set your order to recur for the months of your choice. If you have selected recurring orders, you will receive a friendly email on the 10th of each month to remind you to check your order settings and make changes as necessary before your order deadline.

Q: What happens to the parking balance on my Navia Benefits Card at the end of the benefit month?

A: The balance will roll over from month-to-month as long as you are an active employee and remain eligible for this benefit. Keep in mind that these funds may only be used to pay for parking related expenses. They may not be used to pay for expenses covered by another benefit. Upon termination, your Navia Benefits Card will be shut off and any unused balance on the cards will be forfeited.

Still have questions on how the GoNavia Parking Benefit works?

Visit Us Online

www.naviabenefits.com

Call Us

(800) 669 – FLEX(3539)
Monday – Friday (6AM – 6PM PST)

Email Us

customerservice@naviabenefits.com

GoNavia Bicycle Benefit

The GoNavia Bicycle Benefit allows employees who use a bicycle as their primary means of commuting to work to receive a subsidy of up to \$20 per month from their employer. The \$20 per month subsidy can then be used toward expenses related to your bicycle maintenance and commute. Eligible expenses include:

- **Bicycle Improvements**
- **Maintenance & Repair**
- **Bicycle Storage**
- **Purchase of a New Bicycle**
- **Helmets & other Protective Gear**

How it works:

Simply log in at the Navia website (www.naviabenefits.com), select the "GoNavia Commuter Benefits" link, and follow the prompts to place your order.

Your order will be processed on or around the 25th of the month prior and a paper check will be mailed to you. If you signed up for direct deposit with Navia, a deposit will be initiated to your designated account instead. You may then use those funds to pay for your eligible bicycle costs. The bicycle benefit does not have any purchase limitations. Your subsidies can be accumulated over several months to pay for larger purchases.

All orders and changes must be completed by 11:59 pm PST on the 20th day of the month prior to the month you would like to receive your benefit. For example, if you are planning on utilizing the benefit for the month of February, you would need to place your order by January 20th.

You will not be eligible for a bicycle subsidy if you are receiving any other type of transportation benefit from your employer during the same month.

If you have placed a recurring order, you will receive a friendly email on the 10th of each month to remind you to check your order settings and make changes as necessary before your order deadline.

Here are some FAQ'S about the program:

Q: What if I do not receive my check?

A: First, double-check you do not have direct deposit set-up for your orders. Then, contact Customer Service to notify them of the missing check. Please be prepared to verify your mailing address. Customer Service can be reached 6:00am-6:00pm Pacific Time by calling (425) 452-3500 or toll-free (800) 669-3539.

Q: Do I have to log in to place my order each month?

A: No. The GoNavia Benefit allows you to place a one-time order or to set your order to recur for the months of your choice. If you have selected recurring orders, you will receive a friendly email on the 10th of each month to remind you to check your order settings and make changes as necessary before your order deadline.

Q: How do I sign-up to have my bicycle order amount deposited directly into my bank account?

A: Login at the Navia website (www.naviabenefits.com) and select "Update My Information" in the "My Tools" box. This will open your "Personal Information" page where you can then select "Update Direct Deposit Information." Just complete the form fields and click Submit! A pre-note should be initiated within 2 business days to ensure that the bank account information was entered correctly before it becomes active.

Still have questions on how the GoNavia Bicycle Benefit works?

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Email Us

customerservice@naviabenefits.com