



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 debit card. Any unused funds may be used in subsequent months.

You may be able to load your smartcard directly through Navia’s order platform. Navia’s website will present the available transit options to you based on your home address. If you selected to load your transit agency pass/card, your order should be available by the 1st of the order month.

If you indicated “Yes” for vanpool 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 benefit:

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: Can I reload my transit smart card?

A: Navia’s website will present available transit options to you based on your home address. If you do not see your transit agency as an option, please note, 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.

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.

See Reverse Side for Additional FAQs

Have questions on how the GoNavia Transit Benefit works?

Visit Us Online

www.naviabenefits.com

Call Us

(800) 669-3539

Monday – Friday (5AM – 5PM PST)

Email Us

customerservice@naviabenefits.com

Q: What if I do not receive my Vanpool 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 5:00am-5:00pm Pacific Time by calling (425) 452-3500 or toll-free (800) 669-3539.

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

A: Login at the Navia website (www.naviabenefits.com) to update your information and add your personal bank account. A pre-note should be initiated within 2 business days to ensure that the bank account information was entered correctly before it becomes active.

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.

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