

Welcome to SmartBenefits



Getting your MetroChek transit benefit just got easier.

You gave your employer the serial number of the SmarTrip card that you registered with Metro at the time you bought it. (You filled out a form with your name, address and password.)

Now, instead of receiving your transit benefit as paper MetroChek cards, your employer will load the value of your benefit automatically into this registered SmarTrip account each month.

You'll use this registered SmarTrip card to claim your MetroChek SmartBenefits between the first and last day of each month at a Passes/Farecards machine at any Metro station. (Please review the detailed instructions on the back of this sheet.)

If you have questions about the registration of your SmarTrip card, please call the SmarTrip hotline: 1-888-SMARTRIP (762-7874) or e-mail smartrip@wmata.com.

If this registered *SmarTrip* card is lost, stolen, damaged or defective, immediately:

- 1 Call Metro's SmarTrip hotline at 1-888-SMARTRIP (762-7874). You also may use e-mail: smartrip@wmata.com. Metro will deactivate the card. The card's remaining value at the time of your call will be transferred to a new SmarTrip card and sent to you, minus a \$5 card replacement fee.
- 2 Notify your employer that you have replaced the SmarTrip card you used to claim your

SmartBenefits. Then give your employer the serial number of the registered replacement card. Your employer will remove the old card's serial number from the SmartBenefits file and enter your replacement card's serial number.

Details about SmartBenefits.

When you can claim it

You may claim your SmartBenefits beginning on the first day of the month through the last day of the month. Under IRS guidelines transit benefits are not retroactive. You may not claim a previous month's or succeeding month's benefits. You also may not combine unclaimed benefit value from one month with the benefit value for the next month.

Maximum you can put on SmarTrip

A SmarTrip card holds up to \$300 in value. If the value of your SmartBenefits, plus the value that's already on your SmarTrip card exceeds \$300 at the time you want to claim your SmartBenefits, you may only claim part of your SmartBenefits so the total value on your SmarTrip card does not exceed \$300. For example, if your SmarTrip card already has \$250 value on it and you have \$100 in SmartBenefits available, you may claim only \$50 of your SmartBenefits (the \$250 balance plus \$50 equals \$300). You'll then have until the last day of the benefit month to claim the balance of your SmartBenefits.

Here's how to claim your monthly Metrochek benefit using SmartBenefits:

Claim your monthly transit benefit at a Passes/Farecards machine at any Metro station, using the SmarTrip card with the serial number you gave your employer for SmartBenefits.



Follow these steps:

- 1 Touch the card to the circular target. The screen will display your SmarTrip value.

SMARTRIP VALUE \$00.00	
A	– SMARTBENEFITS
B	– ADD VALUE
C	

- 2 Press the A–SmartBenefits button. The next screen will ask if you want a receipt. Press B or C (your choice).

A	– WOULD YOU LIKE A RECEIPT?
B	– YES
C	– NO

- 3 The next screen will show the current value of your SmarTrip card and the SmartBenefits value due you.

SMARTRIP VALUE \$00.00	
A	– SMARTBENEFITS VALUE \$100.00
B	– ADD VALUE
C	

- 4 Press the B–Add Value button. The screen will show you the total SmartBenefits value available.

TOTAL COST IS: \$100.00	
A	– TOTAL SMARTRIP VALUE: \$100.00
B	– PRESS +\$, \$, +¢, -¢ TO CHANGE VALUE
C	– PRESS WHEN DONE

- 5 Claim your entire benefit by pressing the C button. If you only want part of your benefit, press the \$ and ¢ keys to change the value of your benefit. After changing the value, press the C button to complete your benefit claim.

- 6 This will bring you to the final step:

SMARTRIP VALUE IS: \$100.00	
A	– RETOUCH SMARTRIP OR INSERT MONEY OR TRADE-FARECARD OR
B	– PRESS B TO PAY WITH CREDIT CARD
C	– PRESS C TO PAY WITH DEBIT CARD

You may choose to:

- Finalize your benefit claim by retouching your SmarTrip card to the target. This will complete the transaction.

or:

- Add more value (your own money) to the card using cash, credit cards (Discover, MasterCard or VISA), debit cards, unused Metrocheks of any value or used Metrocheks or farecards valued at \$7 or less.

Refer to the SmarTrip User Guide for information about adding additional value to your card. Need a copy? Call 1-888-762-7874.

For SmartBenefits or SmarTrip card questions or problems, call 1-888-SMARTRIP (762-7874) (TTY 703-620-8782) or e-mail smartrip@wmata.com.