



GO!card™ Transit Subsidy Charge Card Balance Inquiry Instructions

Transshare participants are able to check monthly balance and available limits on their individual accounts at any time through the use of the automated attendant. Simply call the toll free number for Customer Service (888-297-0783) on the rear of your card and follow the prompts.

“Welcome to JP Morgan Chase Commercial Card Solutions. Please enter your card number now.”
Enter your 16 digit card number.

“Please enter your 4 digit access code now. This is typically the last 4 digits of your social security number or social insurance number. If you need to start over press the star key.”
Enter the last 4 digits of your Social Security Number.

“Please hold while we access your account.”

After a few moments silence, the automated attendant will say: “Your current balance is X dollars and Y cents. Your available credit is Z dollars. To repeat previous information, press 1.”

At this point, you can hang up the telephone.

Online Ordering Instructions

If you order transit benefits online and are asked for your billing address, use your home address.

Questions ~ Concerns ~ Difficulties ~ Problems

Email GOcard@hhs.gov.