



# WELCOME TO PSC's Transit Benefit Program featuring PSC's **GO!card!**

Contact

Notes

The Program Support Center (PSC) **GO!card**<sup>SM</sup> is a Visa® network federal transit benefit charge card. The **GO!card** allows federal employees who use public transportation – including buses, subways, commuter trains, van pools, and ferry services – to easily purchase monthly transit fare for their commute between their home and place of work, within the limit of their certified commute cost.

## Activate Your **GO!card**

Visit [cardactivation.citi.com](http://cardactivation.citi.com) or call (877) 905-1861 and follow the below prompts:

1. Enter your 16-digit account number. Located on the front of your **GO!card**.
2. Enter your three-digit CVC code. Located on the back of your **GO!card**.
3. Enter your access number.
  - The four-digit access number might be any of the following:
  - Last four digits of your employee ID number, or a 4-digit PIN that you created previously.

Please contact your Transit Office for assistance if you are not able to activate your **GO!card**.

## What You Need to Know About Transit Benefits

- Benefits are available on the **GO!card** on the **23rd of each month**
- Unused benefits do not roll over to the next month
- Check your balance by calling (855) 643-2179
- Benefits are for commuting purposes only

## How to Use your **GO!card**

- Purchase monthly transit services **from the 23rd of the previous month until the 15th of the current usage month\***
- \* Example: A fare card for the October benefit period can be purchased from September 23 until October 15.
- Where available, link your **GO!card** to a reloadable fare card and have it automatically replenished

## What If Commute Cost Exceeds Benefits

If your commute cost exceeds the amount of your transit benefit, you will need to pay the difference using your personal funds.

## How to Check Account Balance and Contact Customer Service

To check your account balance, or if you require any assistance with your **GO!card**, contact Customer Service at (855) 643-2179

Below is the account values needed for verification:

1. Four-digit personal ID number used when you activated your **GO!card**
2. Zip code listed in the mailing address on your **GO!card** account.

You will be provided two numbers:

- a. **Balance** -Total spent to date in benefit cycle.
- b. **Available credit** - Amount available to spend in benefit cycle.



## WHAT ARE THE **DO'S AND DON'TS**

### **DO'S**

- **Do** purchase your fare cards no later than the 15th of the benefit month
- **Do** lower your monthly purchase amount during months you take leave
- **Do** update your account if your name, address, and/or commuting costs change
- **Do** recertify on an annual basis

### **DON'TS**

- **Don't** use your transit benefits for anything other than commuting to/from your residence and your work station
- **Don't** allow anyone else to use your transit benefits
- **Don't** apply for parking benefits (if your employer provides this benefit option) in addition to transit benefits
- **Don't** use your commuter benefits to pay for parking at public transportation locations

## For more information about the program:

Visit the PSC Transportation Services website at <https://www.hhs.gov/about/agencies/asa/psc/transportation-services/transit-benefit-program-management/index.html>