

## U.S. Intern Commuter Benefit FAQ

Commuter Alternatives provides all interns with a \$200/monthly commute subsidy to take care of all your commuting needs while you are at Adobe.

### Will I be receiving monthly prepaid cards?

No. If you are based in the San Jose, San Francisco, or New York offices, your first card will be prepaid loaded with \$200. Any additional cards needed in the next month onward need to be ordered on Edenred. If you are based in another office, please contact [commute@adobe.com](mailto:commute@adobe.com) if you need immediate commuter benefits.

### How do I order additional commuter cards on Edenred?

Please refer to the commuter benefits page [here](#) for instructions.

### How do I activate my prepaid card?

Your card will be active when you receive it. You may begin using your card as soon as you receive it with zip code: 95110

### How do I check my Funds?

Go to [card.commutercheck.com](http://card.commutercheck.com) and enter your card details for updated balance details:

- i. Enter Card number \*For example: 1234123412341234
- ii. Enter Access number \*Access Number is the 4 digit number located under the words "Transit/Parking Value"
- iii. Transit/Parking Value: 3 digits
- iv. Expiration Month: 2 digits
- v. Expiration Year: 4 digits
- vi. Or call the support phone number printed on back of the card

### When will my funds expire?

If you are based in San Jose, San Francisco, or New York offices, you will receive a prepaid card that will expire at the end of September of the same year you received the card. If you need more than the initial prepaid card, you can order on Edenred and those funds expire monthly (use it or lose it).

### How do I request a pin?

It is not necessary to request a PIN for use, as the card is ready to use with Adobe's HQ zip code: 95110

**What are the different types of commuting expenses covered?**

- a. Bus
- b. Ferry
- c. Train
- d. Parking (must request a Parking specific card)
- e. Trolley tickets and passes

You can find more information [here](#).

**What's not covered?**

- a. Tolls
- b. Taxis
- c. Gas/fuel
- d. Mileage
- e. Business trip costs
- f. Airport parking fees
- g. Parking fees at your home
- h. EZ Pass and Airline tickets
- i. Ride-Share (Uber, Lyft)