

Adobe Commuter Check Update FAQs: Arden Hills, Austin, Chicago, Detroit, Lehi, Los Angeles, McLean, New York, Newton, Philadelphia, Santa Monica, Seattle

1. What is happening to my Commuter Check account, and what do I need to do?

Adobe's Commuter Check program allows employees to pay for public transit and vanpooling using a combination of a company subsidy, and pre-tax payroll deductions if your transportation costs exceed the company subsidy. Effective December 1, 2018, Adobe's company subsidy will increase from \$100/month to **\$150/month**.

The Commuter Check program is also expanding to include an option to withdraw your own pre-tax dollars for parking, up to \$260/month.

- The commuter dollars provided by Adobe are provided free of any payroll implications and are in no way linked to your paycheck. It is provided for you to use as needed.
- The commuter dollars count towards the IRS' monthly pre-tax commuter benefits cap of \$260 for transit/vanpooling. Only orders that exceed Adobe's \$150 subsidy for transit/vanpooling will be deducted pre-tax from your payroll, up to the \$260 monthly cap. Amounts exceeding the \$260 monthly cap will require payment via credit card.
- For example: a monthly order of \$300 will be broken down as: \$150 subsidized by Adobe, \$110 deducted pre-tax from payroll, \$40 paid via personal credit card.

Action Required by Nov. 10: Activate your \$150 subsidy

If you are already currently using your commuter dollars, to make sure your \$150 subsidy takes effect by Dec. 1, please log in to your [Commuter Check Direct](#) account and update your monthly allocations from \$100 to \$150 per month by **Nov. 10**. If you would like to use the subsidy for parking, you will also have to place a new order for parking as this is separate from the order for transit/vanpooling. The Commuter Check system **will not** make this update automatically. Please note that you will only need to update your monthly allocations once.

If you are not already taking advantage of your commuter dollars, now is the perfect time to start. To activate your account, please visit [Commuter Check Direct](#) to sign up.

Past the Nov. 10 deadline, please reach out to commute@adobe.com.

2. How do I register and submit an order in Commuter Check to receive my monthly \$150 transit subsidy?

Please visit the [How To Guide](#) to update your order on Commuter Check.

3. How do I withdraw my own pre-tax dollars and apply them to parking?

Please visit the [How To Guide](#) to update your order on Commuter Check.

4. When does the new \$150 subsidy limit take effect?

The new \$150 subsidy limit takes effect on December 1, 2018. The deadline to sign up is the 10th of each month to use the subsidy the first of the following month. Sign up for Dec. 1 ends on Nov. 10.

5. I have already been receiving the previous \$100 subsidy. When the subsidy limit becomes \$150, does this increase my order amount automatically?

No, the Commuter Check platform will not automatically adjust your order. If you have been receiving the previous \$100 subsidy and want to increase it to the new limit, you will need to go into your account and manually edit your pending order.

In the monthly expense box, enter up to '150' to take advantage of the new subsidy limit, or your new desired order amount. Once you automatically place the order each month, you will not have to adjust your orders going forward.

6. I just registered for the Commuter Check program. When will I receive my order?

The order deadline for subsidies each month is the 10th of the previous month. You will receive your order about a week before the benefit month you ordered for.

7. I missed the Commuter Check deadline to place my order by the 10th of the preceding month. What should I do?

For all locations outside of New York: if you have missed the month's deadline, please call Commuter Check Customer Service at 888-235-9223. Let them know you are calling from Adobe, have missed the month's order deadline, and would like an expedited order processed. Commuter Check will then provide you with a subsidy in the interim in the form of a voucher. Vouchers can be used as cash to load your transit card or to redeem transit passes, but unfortunately cannot be used for Uberpool / Lyft Shared as that requires a payment method by card in the app.

For New York: if you have missed the month's deadline, please call Commuter Check Customer Service at 888-235-9223. Let them know you are calling from Adobe, have missed the month's order deadline, and would like an expedited order processed. Commuter Check will then provide you with a 30-day MTA pass.

Please reach out to commute@adobe.com with any questions.

8. How do I use the monthly subsidy amount for public transit, uberPOOL / Lyft Shared, parking (pre-tax only), or biking to work?

Every month, employees can choose either the \$150 subsidy for transit / vanpooling (including uberPOOL / Lyft Shared), and parking (pre-tax only); OR the \$20 subsidy for biking. Due to IRS restrictions, employees are not able to select both.

Public Transit:

Place an order for public transit in the form of a direct pass or e-cash loaded onto your transit pass (e.g. Clipper, MTA), or in the form of a prepaid MasterCard.

**Please note: if you plan to use the subsidy for public transit and vanpooling, we recommend placing an order for a prepaid MasterCard as this can be used to load your transit card and as a payment method in the apps.*

uberPOOL/ Lyft Shared / Vanpools:

Place an order for a prepaid transit/vanpool MasterCard. The MasterCard can be added as a payment method directly in your Uber or Lyft apps.

Parking:

Place an order for a prepaid parking MasterCard with your own pre-tax dollars, up to \$260/month. The parking funds in the MasterCard can be used at transit station lots and other parking lots or street parking that accept MasterCard. You can place your subsidy for transit/vanpool and pre-tax parking funds in the same MasterCard. The system will denote the type of funds in subsequent order that it is placed.

Biking:

Subsidies for biking come in the form of a \$20 Commuter Check bike voucher that can be used as cash at any bike retailers listed [here](#). Vouchers can be used towards any bike, bike-related equipment, or maintenance.

9. Can the Commuter Check subsidy be used for carpooling apps like Scoop?

Due to IRS regulations on commuter benefits, Commuter Check cannot be used for carpooling options such as Scoop. The IRS currently allows commuter benefits to be used on transit, vanpooling, uberPOOL / Lyft Shared, parking and biking.

10. Can the Commuter Check subsidy be used for bike-sharing or scooter-sharing apps like Lime or Bird?

Due to IRS regulations on commuter benefits, Commuter check cannot be used for bike or scooter sharing options like Lime or Bird. However, Adobe's annual wellness reimbursement program may be used toward bike sharing memberships. More detail about qualified expenses can be found at benefits.adobe.com.

11. Are the Commuter Check subsidy funds added to my monthly paycheck, or are they separate additional funds?

The subsidy funds provided by the Adobe are provided free of any payroll implications and are in no way linked to your paycheck. It is provided for you to use as needed.

The subsidy counts towards the IRS' monthly pre-tax commuter benefits cap of \$260. Only orders that exceed Adobe's \$150 subsidy will be deducted pre-tax from your payroll, up to the \$260 monthly cap. Amounts exceeding the \$260 monthly cap will require payment via credit card.

For example: a monthly order of \$300 will be broken down as: \$150 subsidized by Adobe, \$110 deducted pre-tax from payroll, \$40 paid via credit card.

12. Do unused funds expire or roll over?

Any unused funds on the prepaid MasterCard roll over to the next month, up to 18 months before they expire. The maximum balance on a prepaid MasterCard is \$1,500. Once the balance reaches this amount, funds will no longer roll over and must be spent before funds can load into the card again.

13. If I leave the company, can I take my unused balance with me?

Upon leaving Adobe, your personal Commuter Check MasterCard will remain active only until the end of the termination month or up to 30 days. You will have this period to use the funds or request the unused balance to be transferred into a separate prepaid card mailed to you.