

COVID-19 Commuter Check Temporary Pause Effective May 2020 Until Further Notice

U.S. FAQ

Q: How do I find the balance of my Commuter Check Prepaid Mastercard?

A: Log into your account at www.login.commuterbenefits.com. On the side menu, select Card Management. Your card balance is displayed under "Your Current Card."

Q: Do unused commute funds on my Commuter Check Prepaid Mastercard expire or roll over?

A: Any unused funds on the Commuter Check prepaid MasterCard will roll over to the next month. The maximum balance on a prepaid MasterCard is \$2,000. Once the balance reaches \$2,000, funds will no longer roll over and must be spent before additional funds can be loaded onto the card again.

Q: Can I receive a refund if I already ordered a transit pass?

A: Please check [Commuter Benefits COVID-19 Information](#) to see if your transit pass qualifies for a refund. Qualified passes can be returned to the following PO Box:

Attn: Customer Service- Refunds
PO Box 540515
Waltham, MA 02454

With your return, please include: your fulfillment letter or reference number, along with the returned pass, and the [reimbursement claim form](#). We recommend employees return their passes with the most extreme caution using tracking with **USPS**. Commuter Check will not be liable for a returned pass lost in the mail. Please note FedEx and UPS do not deliver to PO Boxes.

Funds that were deducted out of your paycheck will be credited to your commuter benefit account to be applied for future commuting needs.

Q: I might need my monthly transit pass while the offices are closed. What should I do?

A: For questions regarding monthly transit passes, please email commute@adobe.com and we can further assist with your order.

Please visit the [Commuter Benefits COVID-19 Information](#) page for updates. More information about commuter benefits is available on benefits.adobe.com. Visit the [COVID-19](#) page on Inside Adobe for helpful resources and information related to the global situation. If you have any questions about Commuter Check, please reach out to commute@adobe.com.