

NEW SELF-SERVICE FEATURES FOR EMPLOYEES

Change Your Benefit Status or Monthly Benefit

Now you can use your SmarTrip® account to ask your employer to change your SmartBenefits.

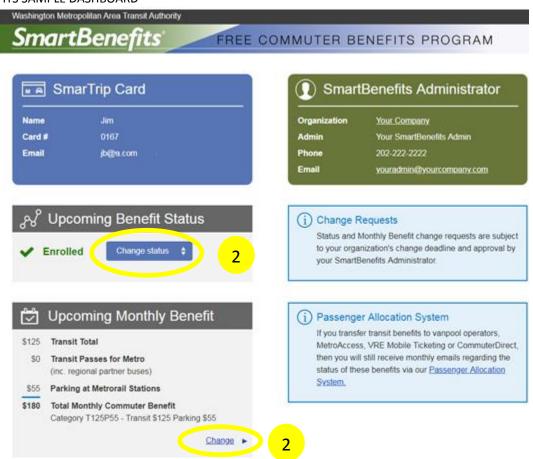
- 1 From your SmarTrip Card Summary (see reverse), click "Manage SmartBenefits"
- From your SmartBenefits Dashboard, submit requests to change your Benefit

 Status or Monthly Benefit Amount and follow the prompts

You'll receive an email receipt for your request and your dashboard will note the pending change.

You'll receive an email alert when your employer acts on your request and your dashboard will be updated. *

SMARTBENEFITS SAMPLE DASHBOARD



^{*} If you use SmartBenefits to pay for third-party transportation (e.g., vanpools or MARC/VRE tickets), remember to update the Passenger Allocation System for approved changes.

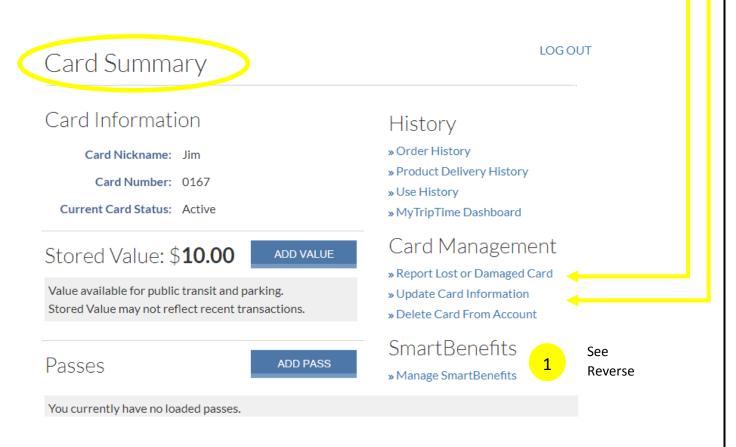


NEW SELF-SERVICE FEATURES FOR EMPLOYEES

Transfer SmartBenefits from Lost/Damaged Cards

Now you can transfer your stored value <u>and your SmartBenefits</u> from a lost/damaged card to a replacement card on your own. *

- Have your replacement card ready or order a new card as you report your old card as lost or damaged.
- Your replacement card must:
 - Be registered to your SmarTrip card account with the same first and last name as your lost/damaged card (check "Update Card Information")
 - Not have been previously enrolled in SmartBenefits
- From your SmarTrip® Card Summary page, click "Report Lost or Damaged Card"
 and follow the prompts



^{*} If you purchased a pass for your SmarTrip card using the SmartBenefits transit pass benefit, then the refund for the unused portion of that pass must still be reassigned by your employer.