

HOW TO START USING YOUR PRE-TAX TRANSIT BENEFIT FUNDS WITH YOUR NEW VENTRA CARD

The Chicago Transit Authority (CTA) is transitioning to Ventra™— the easy way to pay for public transit. In recent months, the CTA has made a number of improvements to the new Ventra fare payment system. Customer convenience and satisfaction are the top priorities for the CTA, and we've worked extensively to meet high performance standards for our customers. As we continue these efforts, Chicago Card Plus (CCP) users must transition by April 4, 2014. Your CCP will no longer work after 11:59 p.m. on April 3, 2014.

Your pre-tax transit election is already associated with a Ventra Transit Account. All you have to do now is activate the Card you received from your employer. Follow the simple steps below to get started:

- 1.) Call the Ventra Customer Service Center at **1.877.NOW.VENTRA** (1.877.669.8368).
- 2.) Press "0" to speak with a representative.
- 3.) When you're connected, tell your representative that you're a Transit Benefit customer who needs to switch from Chicago Card Plus to a Ventra Card.
- 4.) The representative will assist you with registration and transition.
- 5.) Destroy your old Chicago Card Plus, and begin using your new Ventra Card at rail stations and on buses.

FREQUENTLY ASKED QUESTIONS

Q: How do I log in to my Ventra Transit Account?

A: Visit ventrachicago.com. To access your account, you can use the credentials the representative provided to you during the registration process. You can always change those credentials later.

Q: Why does my Ventra Transit Account history show a deduction from before I started using Ventra?

A: Since November, your Transit Benefit value has been going into your Ventra Transit Account — not into the CCP account you may have continued using. If you did continue riding with your CCP and have elected to have value loaded, the cost of those rides, if not covered by another funding source, has simply been deducted as a one-time adjustment. This will show as being from "CTA Back Office." If you've elected to ride on a 30-day pass, you won't see any adjustment, as those passes will have simply covered your rides.

Q: Can I transition to my new Ventra Card online?

A: Yes, **but only if your name is printed on the Ventra Card**. Otherwise, use the replacement Ventra Card issued by your employer, and then call the Ventra Customer Service Center and follow the activation instructions that came with the Card to complete this process. Do not obtain a Ventra Card from a vending machine or retailer.

Q: Can I use the Card with my name on it that was sent to me in the mail?

A: Yes, but you will still need to follow the same steps above. Just let the representative know you are using the Card that was sent to you by mail. You can keep the replacement Card given to you by your employer and give it to a friend, relative or visitor.

Q: Do I need to resubmit my pre-tax election to my employer?

A: No. All of your Transit Benefit settings will be automatically transferred. If you want to change your election or account funding source, you must contact your employer's Transit Benefit Administrator.

Q: How do I sign up for Ventra Transit Benefits as a new customer?

A: Contact your employee's Transit Benefit Administrator to sign up and elect the amount and type of automatic deduction, such as a CTA pass or transit value.