



WELCOME TO PSC's Transit Benefit Program featuring PSC's GO!card!

Contact

Notes

The Program Support Center (PSC) GO!cardSM is a Visa® network federal transit benefit charge card. The GO!card allows federal employees who use public transportation – including buses, subways, commuter trains, van pools, and ferry services – to easily purchase monthly transit fare for their commute between their home and place of work, within the limit of their certified commute cost.

Activate Your GO!card

Visit cardactivation.citi.com or call (877) 905-1861 and follow the below prompts:

- Enter your 16-digit account number. Located on the front of your GO!card.
- Enter your three-digit CVC code. Located on the back of your GO!card.
- Enter your access number
 - The four-digit access number might be any of the following:
 - Last four digits of your employee ID number, or a 4-digit PIN that you created previously.

Please contact your Transit Office for assistance if you are not able to activate your GO!card.

What You Need to Know About Transit Benefits

- Benefits are available on the GO!card on the **23rd of each month**
- Unused benefits do not roll over to the next month
- Check your balance by calling (855) 643-2179
- Benefits are for commuting purposes only

How to Use your GO!card

- Purchase monthly transit services **from the 23rd of the previous month until the 15th of the current usage month***
- * Example: A fare card for the October benefit period can be purchased from September 23 until October 15.
- Where available, link your GO!card to a reloadable fare card and have it automatically replenished

What If Commute Cost Exceeds Benefits

If your commute cost exceeds the amount of your transit benefit, you will need to pay the difference using your personal funds.

How to Check Account Balance and Contact Customer Service

To check your account balance, or if you require any assistance with your GO!card, contact Customer Service at (855) 643-2179

Below is the account values needed for verification:

1. Four-digit personal ID number used when you activated your GO!card
2. Zip code listed in the mailing address on your GO!card account.

You will be provided two numbers:

- a. **Balance** -Total spent to date in benefit cycle.
- b. **Available credit** - Amount available to spend in benefit cycle.



WHAT ARE THE DO'S AND DON'TS

DO'S

- **Do** purchase your fare cards no later than the 15th of the benefit month
- **Do** lower your monthly purchase amount during months you take leave
- **Do** update your account if your name, address, and/or commuting costs change
- **Do** recertify on an annual basis

DON'TS

- **Don't** use your transit benefits for anything other than commuting to/from your residence and your work station
- **Don't** allow anyone else to use your transit benefits
- **Don't** apply for parking benefits (if your employer provides this benefit option) in addition to transit benefits
- **Don't** use your commuter benefits to pay for parking at public transportation locations

For more information about the program:

Visit the PSC Transportation Services website at <https://www.hhs.gov/about/agencies/asa/psc/transportation-services/transit-benefit-program-management/index.html>