

Inspira Financial– Commuter Benefits Frequently Asked Questions (FAQs)

1. How do I access my commuter benefits with Inspira Financial?

You can register at inspirafinancial.com and manage your monthly elections through the Inspira Financial site. At the bottom of the page select **Commuter Parking “Enroll Now”** or **Commuter Transit “Enroll Now”** to get started.

2. What is the process and timeline for the commuter benefits program?

Every month you will place an order by the 10th of the month for use in the following month. When you make your online purchase, you have the option to schedule it as an automatically recurring transaction. If you choose this option, your purchase will be automatically placed monthly until you make a change. Cancellations of the monthly benefit must also be made by the 10th of the month effective for the 1st day of the following month.

The following illustrates a sample timeline for an online transit ticket order.

Ordering Deadline for May Benefit	FSA/Commuter Card mailed	Start using benefit	New Benefit Month	Ordering Deadline for June Benefit	Start using benefit
4/10	4/27	5/1	5/1	5/10	6/1

3. How can I use my Inspira Card for commuter benefits?

Your Inspira Card provides you with convenient access to your mass transit and parking accounts. Here are a few ways you can use it:

- Your Inspira Card can be used directly at approved mass transit and parking merchants that accept debit Mastercard®.
- Link your card to a reloadable mass transit card: If you use a reloadable mass transit card, the card can be linked to the reloadable card as the payment source.
- If you get a bill for parking services and the approved provider accepts debit Mastercard, you can use your Inspira card.

4. Is my Inspira Card for commuter benefits a debit card or a credit card?

Your Inspira Card can be used as a debit or a credit card. For credit, use your card and enter your zip code if requested. If making a purchase online or through an app, fill out the required fields using your card information. You will need to set up a pin to use the debit option for payment. Call the number on the back of the card to set a PIN. Once you’ve set up a PIN, use your card and enter your PIN if requested.

5. Can I use my Inspira Card in my digital wallet?

Yes. You can set up your Inspira Card in your digital wallet like any other credit or debit card.

6. Can I use my commuter benefits plan for parking near my house or taxi and ride shares?

No. You cannot use commuter benefits money to rent a parking space near your house. You also cannot use commuter benefits money on taxi rides or ride sharing services.

7. What is the contribution limit for my commuter benefits plan?

The maximum monthly pretax limit for parking and mass transit is set by the IRS each year. You can find the monthly maximum on the [Hofstra website](#).

8. How can I change the contributions I make to my commuter benefits plan?

You can make changes to your commuter benefits; [log in to your benefits account](#) and follow these steps:

- Click "Manage my election."
- Choose "Change my election amount" and enter your new monthly amount. Or choose "Stop my election."
- Click "Continue."
- Review and check the box to authorize the election change.
- Click "Submit."
- You can expect changes to take effect in one to two payroll cycles (depending on your employer's process).

9. What is the timing for paycheck deductions for the commuter benefits?

Paycheck deductions are made one time per month from the last pay period of the month.

If your contribution exceeds the IRS monthly pre-tax maximum, remaining contributions for your transit benefits will be deducted from your paycheck on a post-tax basis. Post-tax deductions are not allowed for parking benefits.

10. What happens if I lose my FSA/ Commuter card?

Transit passes are non-refundable. If the transit pass was delivered and then lost, you cannot request a replacement.

11. What happens if my FSA/Commuter card doesn't arrive in the mail?

If your card does not arrive in the mail and you have provided a correct mailing address, login to your Inspira Financial account, go to Documents and Forms, then Administrative Forms. Complete the *Transit Not Delivered Pass Form* and send to Inspira Financial. You are allowed **one** non-delivered pass refund per calendar year assuming the pass was mailed to the correct address but did not arrive. Inspira Financial is not responsible for passes you do not receive due to an invalid or incorrect address.

12. What is the FSA/Commuter card?

The FSA/Commuter card is a reloadable card that can be used to pay for qualified transit and/or parking expenses. Qualified expenses are determined by the Internal Revenue Service (IRS). If enrolled in a Flexible Spending Account (FSA) or Health Reimbursement Account (HRA) the same card is used for all 3 benefits.

13. Where can I use the FSA/Commuter card?

The card can be used where Debit MasterCard, Maestro cards and NYCE cards are accepted.

For transit, the card can be used at Transit Agencies, fare vending machines, kiosks, and designated transit retail centers that sell only transit passes, tickets, fare cards and van pool passes. The card cannot be used at retail locations (i.e. gift shops, pharmacies, etc.) that sell products other than transit media.

For parking, the Commuter Benefits Prepaid Mastercard can be used at qualified parking facilities nationwide.

14. How do I use the FSA/Commuter card?

The FSA/Commuter card can be used for debit or credit transactions. Debit purchases can be made by entering the Personal Identification Number (PIN) associated with your card (PINs are sent by Inspira Financial in a separate mailing from the card). Credit purchases can be made where Debit MasterCard is accepted by selecting "Credit" at the time of purchase. Your card cannot be used for cash advances or to make cash withdrawals.

15. When is transit or parking benefit account funds loaded onto my FSA/Commuter card?

Fund requests must be made at inspirafinancial.com by the 10th of each month and loaded on to the card by the 23rd of each month for use in the following month. You can select the "Recurring Order" option to have funds automatically loaded onto your card each month.

16. Are there separate cards for parking and transit?

No. Your card will be loaded with funds for both transit and parking purchases. However, the funds loaded are specific to each account type. This means you cannot use transit funds to pay for parking expenses and vice versa.

17. What is the minimum or maximum amount that can be loaded on the Commuter Benefits Prepaid Mastercard?

The minimum amount that can be loaded on to the card is \$10, the maximum amount is \$1,000, and the total balance on the card cannot exceed \$2,000.

18. What happens if my FSA/Commuter Card is lost or stolen?

If your card is lost or stolen, notify Inspira Financial immediately by calling 855-518-3746 to request a replacement card. There is no fee for a replacement card.

19. What happens if my employment at Hofstra University ends?

Commuter benefits end on your last day of employment. If there is a balance on your account, you will forfeit the balance. Any remaining balances will not be available or rolled over at a future date once terminated, this includes being rehired/ reappointed.

Contributions can be canceled before the cycle close date on the 10th of the month, effective for the 1st of the following month.

20. Who can I contact if I have questions?

Contact Inspira Financial at 1-800-284-4885 or the Office of Human Resources at benefits@hofstra.edu or ext. 36526 if you have any questions that are not answered in this FAQ.