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OFFICE OF PAYROLL ADMINISTRATION

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FAQ

FOR TRANSITBENEFIT PREMIUM TRANSITCHEK METROCARD PARTICIPANTS

ENROLLED TO RECEIVE A CARD ON JANUARY 1, 2007 OR FEBRUARY 1, 2007

1. **I received two Premium TransitChek MetroCards, one valid from 01/01/07 to 12/31/07, and a second card, valid from 02/01/07 to 01/31/08:**

Which Card should I use?

- Use the original card valid from 01/01/07 to 12/31/07 through Wednesday, 01/31/07.
- Beginning Thursday, 02/01/07, use the Premium TransitChek MetroCard valid from 02/01/07 to 01/31/08.
- Once you commence using the second Premium MetroCard valid from 02/01/07 to 01/31/08, destroy the first Premium MetroCard valid from 01/01/07 to 12/31/07. The first card will no longer be active.

Will I be charged for the second card?

No, you will not incur any additional charges or deductions from your pay.

The Premium Cards will not be functioning at the same time. On 02/01/07, the first card you received will no longer be active.

I discarded/lost the Premium Card valid from 01/01/07 to 12/31/07, how can I obtain a replacement card?

The Premium Card valid from 01/01/07 will become inactive on 02/01/07. Before then, you can obtain a replacement Premium Card from the City of New York Office of Payroll Administration (OPA) but you will be required to return the second Card valid from 02/01/07 in order to obtain a replacement. Otherwise, on 02/01/07, commence using the second card. Refer to question #6 for specific instructions.

I discarded/lost the Premium Card valid from 02/01/07 to 01/31/08, how can I obtain a replacement card?

On or after 02/01/07, you can obtain a replacement Premium Card from the City of New York Office of Payroll Administration (OPA). Refer to question #6 for specific instructions.

The Premium Card valid from 01/01/07 to 12/31/07 does not work, how can I obtain a replacement card?

The Premium Card valid from 01/01/07 will become inactive on 02/01/07. Before 02/01/07, you can obtain a replacement Premium Card from the City of New York Office of Payroll Administration (OPA) but you will be required to return both the damaged Card and the card valid from 02/01/07 in order to obtain a replacement card. Refer to question #6 for specific instructions.

The Premium Card valid from 02/01/07 to 01/31/08 does not work, how can I obtain a replacement card?

Starting 02/01/07, you can obtain a replacement of the non-working Premium Card from the City of New York Office of Payroll Administration but you will be required to return the damaged card in order to obtain a replacement card. Refer to question #6 for specific instructions.

2. **I received my annual replacement Premium TransitChek MetroCard valid from 01/01/07 to 12/31/07 but I did not receive a second card valid from 02/01/07 to 01/31/08, will my Card stop working on 02/01/07?**

No, your Card will remain valid until 12/31/07.

3. **I obtained a replacement card from OPA valid from 01/01/07 to 12/31/07 but I did not receive a second card valid from 02/01/07 to 01/31/08, will my Card stop working on 02/01/07?**

If the Premium Card you received was issued by the Office of Payroll Administration as the replacement of a damaged, lost, stolen, or undelivered Premium Card, the card will remain active through 12/31/07.

4. **Did this affect my TransitBenefit TSA Debit Card?**

No, the TSA Debit Card is administered by JPMorgan Chase. TSA Debit Cards remain valid for three years. For more information about the TSA Debit Card program, refer to the OPA website: www.NYC.gov/payroll.

5. **How can I transfer to a TSA Debit Card?**

You may switch from one TransitBenefit program to another. You may not participate simultaneously in more than one TransitBenefit program. Thus, participation in your old program must conclude before participation in your new program can commence. You may cancel your participation in your old TransitBenefit Program and enroll in your new TransitBenefit Program using the same TransitBenefit form. Submit your change to your Agency TransitBenefit Coordinator.

6. **How can I obtain a replacement Card?**

The City of New York Office of Payroll Administration (OPA) will be available to issue replacement Cards via mail and in-person. Please note that employees must use personal time for walk-in visits and valid picture identification will be required. Replacement Cards will be available for pick-up at OPA on an extended schedule in effect from Monday, 1/29/07, – Friday, 2/2/07, from 8:00 am – 5:30 pm only. Cards will be available at:

NYC Office of Payroll Administration
TransitBenefit Unit
One Centre Street

Room 200N - 2nd Floor North
New York, NY 10007

For those requesting a replacement Card via regular mail, a completed Certification form must be sent to the above address or faxed to the OPA TransitBenefit Unit at fax number (212) 669-4383. Replacement requests received via fax or mail will be issued by the following business day.

7. Where can I obtain a Certification form?

You can obtain the Certification for Undelivered, Damaged, and Lost or Stolen TransitChek MetroCard from your agency's TransitBenefit Coordinator, by printing it from OPA's web site, www.NYC.gov/payroll, or by calling OPA's Service Line at (212) 669-8555 and having it faxed to you.

If you are an employee of the Department of Education (DoE), you can obtain the Certification from your Payroll Secretary or from the OPA web site .

8. Who can I contact?

Please contact your agency's TransitBenefit coordinator for enrollment, cancellation, changes of address, or questions relating to your deductions.

If you need further assistance related to this issue, contact OPA via e-mail at transit@payroll.nyc.gov.