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## OFFICE OF PAYROLL ADMINISTRATION

One Centre Street, Room 200N, New York, New York 10007

JOEL BONDY  
Executive Director

PAYROLL OPERATIONS BUREAU  
NEIL MATTHEW  
Deputy Executive Director

PAYROLL CUSTOMER SERVICE DIVISION  
LOYDY LINARES  
Director

### FAQ MTA HOLIDAY BONUS FARES FOR TRANSITBENEFIT PREMIUM TRANSITCHEK METROCARD PARTICIPANTS

- Q: I am enrolled in the Premium TransitChek MetroCard program, how will I benefit from the MTA Holiday Bonus Fares?**
- A:** Eligible Premium TransitChek MetroCard Program participants who are active during the month of December will receive in the mail a \$10.00 MetroCard with a \$2.00 bonus for a total value of \$12.00. This Bonus MetroCard will expire on 02/28/06.
- Q: Where will the Bonus MetroCard be accepted?**
- A:** The Bonus MetroCard will be accepted wherever MTA NYCT MetroCards are accepted.
- Q: Am I eligible to receive the Bonus MetroCard?**
- A:** If your TransitBenefit Premium TransitChek MetroCard is active for use between 12/01/05 and 12/31/05, you are eligible to receive the Bonus MetroCard.
- Q: How will I receive my Bonus MetroCard?**
- A:** The Bonus MetroCard will be sent via First Class USPS mail to the TransitBenefit address on file at your agency. Please note this address may differ from your personnel address on file.
- Q: I recently changed my address, how can I update my TransitBenefit address?**
- A:** Select the change of address option on the Premium TransitChek MetroCard application. The completed form must be received and processed by your agency TransitBenefit Coordinator.
- Q: Can I come to the Office of Payroll Administration (OPA) to pick up my Bonus MetroCard?**
- A:** No. OPA will not be able to provide a Bonus MetroCard.
- Q: What happens if I do not use the Bonus MetroCard by 02/28/06?**
- A:** This card will expire on 02/28/06. Any unused value is nonrefundable.
- Q: What happens if I lose the Bonus MetroCard?**
- A:** Lost cards cannot be replaced.

**Q: What happens if my Bonus MetroCard becomes damaged?**

A: This card will expire on 02/28/06. OPA will not be able to replace a damaged Bonus MetroCard. If it becomes damaged before it expires, please call the MTA's MetroCard Customer Service at 212-638-7622 for further information.

**Q: What will happen if I do not receive my Bonus MetroCard by 12/16/05?**

A: If you are eligible to receive the Bonus MetroCard and have not received it by 12/16/05, send a written request via fax to 212-669-4383 or via mail to the Office of Payroll Administration, TransitBenefit Unit, 1 Centre Street, Room 200N, New York, NY 10007. The written request must be received in our office by 02/15/06. It must include your name, employee reference number (located on your pay stub/statement), agency name, current mailing address, daytime phone number and e-mail address, if available. If you are determined to be eligible, a replacement Bonus MetroCard will be mailed to the address provided on the request letter.

**Q: If I do not receive my Bonus MetroCard, can I pick up a replacement at OPA?**

A: No. OPA will not be able to accept your written request nor provide a replacement Bonus MetroCard on site.

**Q: How will the Bonus MetroCard differ from my annual card?**

A: The Bonus MetroCard is a Pay-Per-Ride MetroCard and will not have the TransitCenter logo printed on the reverse.

**Q: Am I able to purchase the 40-day Special Holiday Unlimited MetroCard?**

A: No. The MTA requires that this card be purchased with cash only at station booths.

**Q: If I drop out of the Premium Card program or switch to the TSA Card program, can I still use the Bonus MetroCard I received?**

A: Yes. You can still use the Bonus MetroCard. It will stop functioning on 03/01/06.

**Q: How does the bonus I receive as a Premium Card participant differ from the bonus received by TSA Card program participants?**

A: TSA Card program participants will be able to take full advantage of the majority of the Bonus Fares offered by the MTA during the Holiday Season because MetroCards purchased with the TSA Card will be automatically encoded with the applicable bonus.

TSA Card participants will not receive a \$10.00 Bonus MetroCard.

**Q: How can I switch to the TSA Card Program?**

A: 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.

**Q: Who can I contact if I have additional questions?**

A: Please contact the OPA TransitBenefit Unit by mail at the Office of Payroll Administration, TransitBenefit Unit, 1 Centre Street, Room 200N, New York, NY 10007 or by telephone at the OPA Service Line 212-669-8555.

For enrollments, changes of address, deduction plan changes, or suspensions please contact your agency TransitBenefit Coordinator.