

# How To Place Your Smart Commute Order



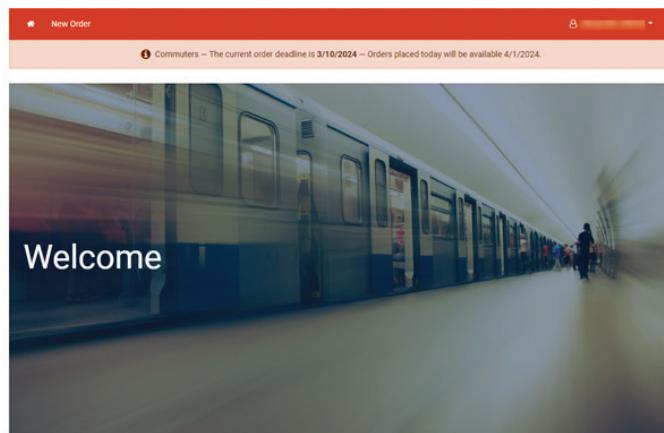
Integrated through the Voya Health Account Solutions Consumer Portal, Smart Commute gives you the ability to use smartcard or account-based technology provided by the Transit Authority to directly load your Commuter Benefit funds for specific pass and fare media value.

Available in 3 cities:

- Chicago
- San Francisco
- Washington, D.C.

## To place your Smart Commute order, complete the following steps:

1. Log into your online account.
2. Under the **I Want To** section, select the option to **Place Transit Order**.
3. In the pop-up window, select **New Order**.
  - If you have made a previous Smart Commute order, you can select **Update Order**.



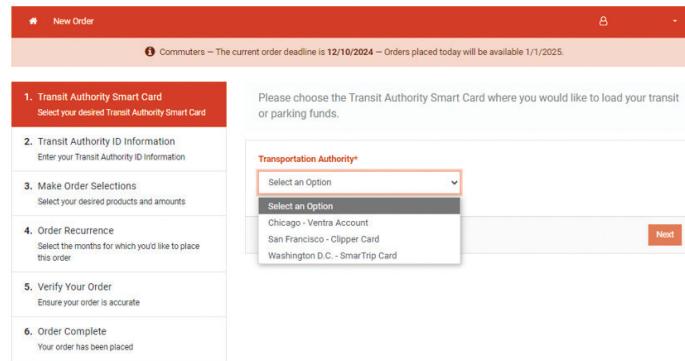
Contact Voya Financial Health Account Solutions at (833) 232-4673 for account or claims processing information.  
Health Account Solutions, including Health Savings Accounts, Flexible Spending Accounts, Commuter Benefits, pre-retirement Health Reimbursement Arrangements, and COBRA Administration offered by Voya Benefits Company, LLC (in New York, doing business as Voya BC, LLC), HSA custodial services provided by WEX Inc. For all other Health Account Solutions products, administration services provided in part by WEX Health, Inc. The amount saved in taxes will vary depending on the amount set aside in the account, annual earnings, whether or not Social Security taxes are paid, the number of exemptions and deductions claimed, tax bracket and state and local tax regulations. Check with a tax advisor for information on whether your participation will affect tax savings. None of the information provided should be considered tax or legal advice. Investments are not guaranteed by Voya Benefits Company, LLC (in New York, doing business as Voya BC, LLC), and may lose value. All investing involves risks of fluctuating prices and the uncertainties of return and yield inherent in investing. All security transactions involve substantial risk of loss.

Voya's HRA for retirees and those separated from service is offered through Voya Retirement Insurance and Annuity Company (VRIAC), Windsor, CT. Third party administration services provided by Benefit Plan Administrative Services, Inc. (BPAIS) and, in part, by WEX Health, Inc. Review additional information about this HRA.

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4. Select your transit authority from the drop-down list and provide the necessary account information.



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5. Select Make Order Selections. The appropriate order options will appear for the transit authority you selected.
6. Select the amount or pass you want automatically placed on your local transit card, then select **Add to Cart** and click **Next**.
7. Choose which months you'd like to place the order for then click **Next**. Place a recurring order by selecting multiple months.
8. Verify your order and select **Place Order** to complete your Smart Commute order.



## Place Orders by the 10th

All orders should be placed by the 10th of the month (by 11:59 pm Central time) prior to when you will need them on your local commuter account. Funds will then be available on the first day of the following month. For example, if you place your order on November 10, funds will be available by December 1.

You can also place a recurring order to ensure you have funds in your local account transit/commuter account each month.

## Success!

Your order will be processed and funds loaded directly to your Ventra, Clipper, or SmarTrip® card.



Commuter Benefits offered by Voya Benefits Company, LLC (in New York, doing business as Voya BC, LLC).

This highlights some of the benefits of Commuter Benefits. If there is a discrepancy between this material and the plan documents, the plan documents will govern. Subject to any applicable agreements, Voya and its subcontractors reserve the right to amend or modify the services at any time.

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