

GoNavia Frequently Asked Questions

➤ **Do I need to remember to place my order each month?**

No, the GoNavia program can be set to load your Navia Benefits Card with your transit amount automatically each month. You will receive an email reminder in advance of your card being loaded. You can even pre-select certain months in advance where you don't want to receive the benefit.

➤ **What happens to the transit balance on my benefits card at the end of the benefit month?**

The balance will roll over from month-to-month as long as you are an active employee and remain eligible for this benefit.

➤ **Is there any cost for the Navia Benefits Card?**

No, the card has no cost.

➤ **What happens if I lose my Navia Benefits Card?**

If your Navia Benefits Card is lost or stolen, please contact our customer service department 1-800-669-3539 for a replacement.

➤ **Can I change or cancel my order after it has been placed?**

You must make changes or cancel your order *BEFORE* the 20th of each month. Your order cannot be changed after this date.

➤ **Can I use my GoNavia funds for transit outside of working hours?**

The GoNavia transit funds are intended for work purposes only.

➤ **What happens to my commuter benefits if I leave my employment?**

Upon termination, your Navia Benefits Card will be shut off and any unused balance on the cards will be forfeited to your employer, Aegis Living.

➤ **Can I have more than one Navia Benefits Card at a time for my family members to use?**

No, you can only use your Navia Benefits Card for your own transit.