

# GoNavia Commuter Benefit

Navigating employees to a cheaper and easier commute



## GoNavia

Employees highly value the chance to reduce the hassle and cost of their daily commute. GoNavia is a pre-tax transit and parking benefit with an employee-driven ordering experience, and configurable options for companies of any size.

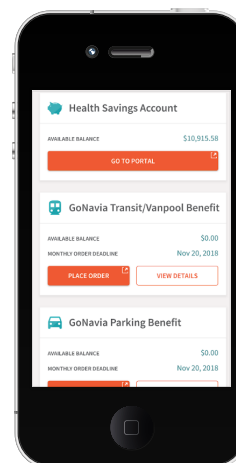
## Common challenges

Self-administered commuter programs and older programs offered by administrators who specialize in health often present the following challenges:

- Paper vouchers are difficult to deal with
- Some parking operators only accept cash or checks
- Employees with flexible commutes require frequent monthly election changes and payroll deductions
- The payment card doesn't work for other benefits
- Short ordering time frames
- Inconsistency across multiple office locations

### Key benefits

- Configurable plan design
- Flexible ordering time frames
- Single-solution payment card
- Employee-driven elections
- Supports UberPool, Lyft Line, SpotHero, and Vanpools
- **100% US-based, live customer support**



The mobile app and debit card provide quick account access, and are usable across multiple benefits. Monthly transit and parking deductions are loaded automatically to the card for easy access to your funds.

## GoNavia solutions

### Configurable plan design

**Never hear "we can't build that," regardless of location**  
GoNavia is built to accommodate commuting challenges across the country. Features include employer-directed maximums, vanpools, cash-only parking, and more.

### Single-solution payment card

**Eliminate multiple payment methods for your benefits**  
Planning on offering an FSA or HSA to your employees? The GoNavia Commuter program is fully integrated with the Navia benefits card, allowing employees to carry one payment card for all their benefits.

### Flexible ordering timeframes

**Avoid ordering products you might not need**  
Navia allows employees to make or change transit and parking elections up through the 20th of each month – one of the latest monthly deadlines in the industry.

### Employee-driven elections

**Stop worrying about tedious administrative tasks**  
GoNavia allows participants to place orders for their monthly parking and/or transit expenses easily through our website. Changes are simple, and Navia keeps track of the deductions, balances, and monthly limits for the benefit.

## GoNavia works wherever you are



## Commuting is expensive without benefits

**\$2600**



Employees spend an average \$2600/yr on their commute

**\$1000**



**40% off!**

Employees save up to \$1000 in tax savings/yr with commuter benefits

## GoNavia product features

Navia's clients have access to industry-best features and capabilities:

### Employers

- Nationwide coverage – GoNavia works where you are
- Configurable options by office and/or by organization
- Online and mobile enrollment – no forms
- Dedicated implementation manager
- 24-hour or less response time on questions
- Online and downloadable reports
- Full compliance with federal and local regulations
- Plan documents and materials to increase enrollment

### Participants

- Online and mobile ordering – no forms
- Automatic loading of transit smartcards
- Navia card for easy purchasing of transit, parking, and vanpool
- Recurring order option for regular monthly commuters
- Later monthly deadlines for easy orders and changes
- Supports UberPool, Lyft Line, SpotHero, and Vanpools
- Customer service online, by email, or by toll-free call

## Unparalleled customer service

**100%** Every employer has a dedicated implementation representative

**10+** Navia's clients stay an average of 10+ years

**98%** 98% of all issues are resolved on the first call

**99%** 99% of all calls are answered on the first attempt

**30** Employers/participants wait less than 30 seconds before talking with a live person

**U.S.** 100% US-based, live customer support

## Connect with us today

Sales@naviabenefits.com / (425) 452-3498

[www.naviabenefits.com](http://www.naviabenefits.com)

### One-stop-shop for benefit services



FSA



HSA



COBRA



HRA



Wellness



Commuter