

**From:** Broadcast, DOC  
**Sent:** Thursday, October 24, 2013 1:00 PM  
**To:** Broadcast, DOC  
**Subject:** TranServe Debit Cards

FOR: Office of the Secretary Employees

Due to the lapse in FY14 appropriations, Transit Benefits for November were unable to be loaded onto the employee TranServe Debit Cards by October 10<sup>th</sup>. DOT is working to ensure all November benefits are loaded onto the Debit Cards as soon as possible and anticipate having them loaded by the beginning of next week. Debit card holders are reminded that if tickets/passes need to be purchased before the Transit Benefits are loaded onto the Transerve Debit Card, personal credit cards can be used to obtain tickets/passes for November and CommuterDirect will refund the personal credit card once the Department of Transportation (DOT) has allocated the disbursement for November onto the Debit Card.

Once Transit Benefits become available on your TranServe Debit Card, you can call CommuterDirect.com on 703-228-7433 (7:00am – 6:00pm M-F) to request the Debit Card be charged and the personal credit card be refunded. For assistance with any issues related to this, please contact your Transit Benefit Coordinator. The Office of the Secretary POC is April Prather-Nichols at [aprather-nichols@doc.gov](mailto:aprather-nichols@doc.gov) or 202-482-1178.

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