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HRDG 4080 - Transit Incentive Program - Section D

Last Modified:

Subchapter 4080

Transit Incentive Program

Section D - TranServe VISA Credit Card

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What is the TranServe Credit Card?

The TranServe Credit Card is a VISA branded electronic fare media card provided by the U.S Department of Transportation.

Who receives the TRANServe Credit Card?

HQ Employees who use modes of transportation other than Metro rail/bus OR those who use a different mode of transportation in addition to Metro REQUIRE Split Benefits.

Non-HQ Employees will receive a debit card to Purchase their transit subsidy unless their transit company does not accept the TranServe Credit Card. In this case, the employee will receive vouchers.

When can participants begin using the Credit Card?

Funds will be loaded to the Credit Card and available for use on the 10th of each month. Participants will be able to use the funds through the 4th of the following month.

How can participants check their Credit Card balance?

Participants can check their account information by calling US Bank at 1-888-994-6722 or 711 (for the hearing impaired). Participants will also need their credit card number and PIN.

What do participants do in the event of a lost, stolen or damaged credit card?

In the event a Credit Card is lost or stolen the participant must notify US Bank at 1-888-994-6722 to have their card cancelled.

How do I get a replacement credit card if my card was lost or stolen?

If your Credit Card is lost or you need a replacement card for another reason, you must contact US Bank at 1-888-994-6722 to initiate the replacement card process. Participants will also need their debit card number and PIN.

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