

Commuter Benefits FAQs

Frequently Asked Questions for Contract Talent Professionals

1. Who is eligible to participate?

Robert Half Contract Talent Professionals who work in the following areas are eligible to participate in our commuter benefits program:

- San Francisco Bay Area
- Five boroughs of New York City
- Washington D.C.
- Seattle, WA
- New Jersey
- Philadelphia, PA
- Illinois

2. Why should I use this benefit?

By enrolling, you can deduct pre-tax funds from your paycheck, up to the 2024 IRS limit of \$315 per month for transit and up to \$315 per month for parking expenses.

3. How does this program work?

Deductions withheld from your check are deposited weekly into an account with WORKTERRA, our program administrator. You will access these funds by using a special debit card or by submitting original receipts to WORKTERRA for reimbursement.

4. What are the dollar limits on tax-free transit and parking benefits?

For 2024, the federal law limits are \$315 per month for transit and \$315 per month for qualified parking (see below for more on qualified parking).

5. What commuting expenses are eligible?

Transit costs you incur when traveling between your residence and your workplace are eligible. Eligible transit expenses include bus, rail or ferry, operated by either public or private companies, as well as vanpooling costs. For more information, visit the [IRS website](#).

6. What is qualified parking?

Qualified parking is parking at or near work, or parking at or near the public transportation you use to get to work. For more information, visit the [IRS website](#).

7. What expenses are *not* eligible?

Commuting expenses that you cannot claim under the program include, but are not limited to, traffic tickets, mileage, taxis, rideshare services (such as Uber, Lyft, Sidecar, etc.) and business travel expenses paid by Robert Half. For more information, visit the [IRS website](#).

8. How do I participate or enroll?

WORKTERRA administers the Robert Half commuter benefits program. To participate in the program, [log in here](#).

Your login information is as follows:

Username: First letter of first name, full last name, last four digits of SSN (no spaces or commas in between). Example: jsmith6789

Password: Employee ID number

Once you enroll, you will receive access to a secure, easy-to-use web portal where you can track your account balance and submit requests for reimbursements. You may be able to download the WORKTERRA app on your smartphone to manage your account and submit your requests.

WORKTERRA will send you a “Benny Prepaid Benefits” debit card through the mail. This card can be used instead of cash to pay for qualified expenses. When you use the card, payments are automatically withdrawn from your account; you won’t have to submit receipts for reimbursement. If you have questions, contact WORKTERRA at 888.327.2770.

9. How do I use this benefit?

You can use your “Benny” debit card at authorized transit dealers. Some merchants, like the Washington Metropolitan Area Transit Authority (WMATA), do not accept the Benny card. You can still buy your tickets using cash or your personal credit/debit cards, and submit the receipt along with a reimbursement request to WORKTERRA by logging on to your account via the web portal or the WORKTERRA mobile app.

10. What happens if I lose or misplace my debit card?

Contact [WORKTERRA online](#) or call 888.327.2770 to request a replacement. A \$5 fee will be deducted from your account to replace a lost or stolen card.

11. Is there a deadline to enroll?

You must enroll by the 25th of the month to participate in the program the following calendar month. Tax rules require that you elect your benefit amount before the period of coverage begins. For example, you have from August 26 to September 25 to make your elections for October. Once you enroll, your elections will carry over from month to month unless you change or cancel your election.

Note: You also have until the 25th of the month prior to the benefit month to cancel or change your online order.

12. If I enroll, when will deductions begin?

After your election is submitted and received by the monthly deadline, payroll deductions will begin with the first paycheck of the enrolled benefit month. For example, if you enroll by July 25 for

August, your deductions will begin with any paycheck dated on or after August 1.

13. How soon can I start using the funds after the paycheck deduction?

Every Friday, deductions for the previous seven days are sent to our administrator WORKTERRA for posting to your account. Generally, once funds are available, they will be posted in your account within one to two business days. Banking holidays could delay the funds posting.

14. Whom do I contact if I want to change or stop the benefit?

To make changes to your commuter online orders, or to stop or cancel participation, you can log on to your [WORKTERRA account](#) or call 888.327.2770. Changes made before the 25th will be effective the next calendar month.

15. What happens to my account balance if I still work for Robert Half but choose to end my participation in the commuter benefits?

Funds deposited in your commuter benefits account will remain in the account until they are used; *they cannot be refunded or used for other purposes*. Excess balances will be carried over to the subsequent month and can only be accessed by you for commuter benefits. You can continue to use your debit card until you use up all your funds while you work for Robert Half.

16. What happens if I stop working for Robert Half?

You have until April 30 of the following year after you leave Robert Half to submit expenses incurred during your employment with Robert Half for reimbursement. If you still have a balance in your account, you can submit reimbursement requests online, via the WORKTERRA mobile app or by calling WORKTERRA at 888.327.2770. Make sure you include a receipt when submitting a reimbursement request. *Any unused funds remaining in your account after April 30 will be forfeited.*

For example, if you participated beginning January and stopped working for Robert Half in June, you have until April 30 of the following year to submit reimbursement requests for expenses incurred from January to June.