



TRANServe TRANSIT BENEFIT PROGRAM BULLETIN

Bulletin No: TSB 2021 – 03

Date: November 29, 2021

Subject: TRANServe customer service and fee adjustment

Purpose: Customer notification of changes in service that will provide cost savings and will allocate TRANServe resources to operate efficiently within the new federal workforce commuting environment.

This bulletin provides information on forthcoming changes to TRANServe's customer service that will impact how your agency is supported by TRANServe's federal employee transit benefit program. TRANServe is committed to providing your agency with outstanding transit benefit service and for implementing program efficiencies that deliver savings. Program changes over the next few months will honor this commitment while also taking the necessary steps to integrate a more sustainable customer service helpdesk model that leverages TRANServe experienced staff and maximizes their abilities to support your agency.

Starting January 2022, your agency will receive transit benefit program support through a customer service helpdesk. This helpdesk will be manned by TRANServe's experienced transit benefit managers who will support your agency with the same level of professionalism and experience you expect and are accustomed to. This new helpdesk model will provide TRANServe flexibility to quickly allocate resources that address your agency's urgent and emerging transit benefit needs both now, during building re-entry, and into the new federal commuting environment.

TRANServe's implementation of a customer service helpdesk will save your agency money. Program efficiencies realized using a customer service helpdesk will result in the lowering of TRANServe's program management fee to your agency. Currently, TRANServe bills your agency a monthly fee of 5.3% of your agency's monthly transit benefit obligation. This fee helps fund the transit benefit program operations that service your agency. Starting in January 2022, your agency's management fee will be lowered to 4.3%. The amount of savings realized from the lowered management fee will be based on your agency's level of participation in the TRANServe program.

TRANServe is excited to deliver your agency savings while maximizing our knowledgeable staff to support your agency's transit benefit requirements in a new federal workforce commuting environment. This announcement will be followed by a phone call from your transit benefit manager who will be checking to see if your agency has any questions or requires additional information. TRANServe will ensure follow-on communication and engagement with your agency occurs throughout the customer service helpdesk transition and that your agency is kept informed with relevant and timely information as we move closer to implementation.

Thank you,

Mike Fleszar
Associate Director
TRANServe Program