

# Your Commuter Account

**Mail to:**

Customer Service – Return Transit Pass  
PO Box 540515  
Waltham, MA 02454

**Transit Pass Return Form**

PLEASE READ BEFORE RETURNING YOUR PASS

All returned passes are subject to review according to transit authority and plan provisions. For best results, please visit Your Spending Account to review specific product procedures or contact customer service. Opened or partially used products will not be accepted under this policy. We recommend that you choose to mail your returned pass using one of the available USPS tracking options.

**Note:** Return passes will not result in a refund, only a credit to the ordering platform for future use for active employee due to pre-tax implications.

**Requirements**

In seeking a credit for a pass:

1. Notify Your Spending Account for provisional steps, as **not all products allow returns.**
2. Mail Pass back to address on your order envelope.
3. Order Reference Number \_\_\_\_\_ (found in your Commuter Benefits Order Summary).

**Statement of Acceptance: (required: please check box to verify acceptance)**

I have read and agree to the above stated Requirements to receive a credit. I further acknowledge that I understand that transit authority policies are subject to change without prior notice. I understand that providing inaccurate or incomplete information will disqualify me from receiving my credit. I understand that submitting this form does not guarantee a credit, and that credits will be determined by the policy set by my employer, benefit provider, and cooperating transit authority policies.

Signature **(required)** \_\_\_\_\_ Date **(required)** \_\_\_\_\_