

Dear HealthEquity | TransitChek Administrator,

HealthEquity is implementing system upgrades to our TransitChek Visa cards, TransitChek card site, and the 888.288.2435 card inquiry line. **The upgrades will begin on Wednesday, March 6, 2024, at 8pm EST and will be complete on Tuesday, March 12, 2024, at 7am EST.** Card transactions at point of sale (Online, ticket vending machines, in app purchases, etc.) and TC Card site functions will NOT be available during this time. In addition, the last order that can be placed in the TransitChek Online Ordering System prior to the upgrade is February 29, 2024.

TransitChek Online Ordering Timeline:

In preparation for the upgrade, the last day to place orders in the TransitChek Online Ordering System will be February 29, 2024. Orders must be received and paid for by February 29, 2024. **Please note this means that eCheck/ACH and credit card payments must be submitted by 7:59pm EST on February 28, 2024, in order to hit the February 29th deadline. Paper checks must be received at the lockbox by Feb 28, and wire payments must be processed by February 28 for payments to be applied by February 29. All orders received after the February 29th deadline between March 1 – March 17 will begin processing on March 18.** The TransitChek online ordering system is expected to be operational on Monday, March 18th at 8am EST.

Here's some important information to keep in mind for the system upgrades as it relates to card transactions:

- TransitChek Card Site (TCCARD.TRANSITCHEK.COM) the 888.288.2435 IVR line, and the ability to process transactions with TransitChek Visa cards will be unavailable.
- Cardholders will not be able to make purchases, access TransitChek card site, or call the 888 IVR line.
- Cardholders should purchase their tickets needed for the benefit month of March 2024 prior to March 6, 2024, at 8pm EST.
- Cardholders should complete any card-to-card transfers in TCCard site prior to March 6, 2024, at 8pm EST.
- **Card transactions, TransitChek Card Site, and the 888.288.2435 card inquiry line will be made available on Tuesday March 12, 2024, at 7am EST.**

Please share this important [email communication](#) with your employees informing them of the outages due to the system upgrade.

As always, thank you for choosing the TransitChek commuter benefits program.

Sincerely,

Your HealthEquity/TransitChek Team