

**Your Commuter account is moving to the CBIZ platform effective 1/1/2021.  
Please review the important information below to make it a smooth transition.**

**Unclaimed Balances - Claims Run-Out Period**

If you have an unclaimed balance in your Section 132 Transit and/or Parking account, you will have until 3/31/2021 to submit the claim for reimbursement for any services incurred on or before 12/31/2020. Any unused balances will continue to carryover and be available for future use, but **you will not be able to submit claims for service dates prior to 12/31/2020 after the 3/31/2021 deadline.**

**Debit Cards**

Each participant will receive two cards. The same card will work for your Section 125 FSA account and Section 132 Commuter account if you are enrolled in both. The Pension Dynamics debit card will no longer work as of the new plan year even if you have a balance.



**Transportation Account requires debit card use for services on or after 1/1/2021**

Manual claim reimbursements will not be permitted for the transit account. Qualified expenses include transit costs incurred for commuting to and from work including rail, bus, subway, uberPool, Lyft and ferry.

**Consumer Portal**

Select "Create your new username and password" to set up access to your account online at <https://myplans.cbiz.com>. Once you are logged in, complete your set-up by hovering over your name at the top of the screen to update:

**Reimbursement Preferences**

You will need to set up your Direct Deposit preference at the time of enrollment. You can update your banking information in the *Banking/Cards* section anytime. Please reach out to confirm your preference is set correctly.

**Alert Notifications**

In the Message Center click on *Update Notification Preferences* to set up your automated alerts on your account.

**Mobile App**

The new **CBIZ Mobile Application called "My Plans"** provides tech savvy participants with on-the-go access to account balances right from your iPhone®, iPod Touch®, iPad®, or Android®-powered device. Search for "CBIZ" on the appropriate app store to download this free app. Once you have successfully registered your username and password on <https://myplans.cbiz.com> you may use this login for the My Plans Mobile App.

**Contact Us**

Pension Dynamics was acquired by CBIZ earlier this year, however the same team is here to assist you with your account. You can continue to contact us directly by phone at (925)956-0514 or email at [PHCBenefits@cbiz.com](mailto:PHCBenefits@cbiz.com) for assistance with your old or new account.

The CBIZ Service Center is also available to assist (with new plan questions only) at (800)815-3023, option 4 or by email at [cbizflex@cbiz.com](mailto:cbizflex@cbiz.com).