

SIMPLE ACTIONS TO TAKE WITH YOUR BENEFITS DURING COVID-19

Stay healthy and maximize your benefits

REVIEW COMMUTER BENEFIT ORDERS

Employees who participate in the GoNavia Commuter Benefits plan and will be working from home on an extended basis should log in to the Navia website and review any upcoming or recurring transit and parking orders. You can cancel any existing monthly orders that will go unused in the near term, and you can easily reinstate those orders when you return to work. Transit and parking orders that have previously been added to the Navia benefits card will also be there for you when you return to work.

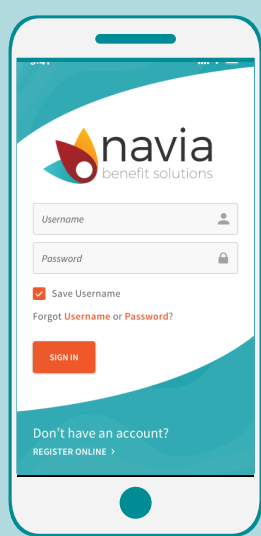


REFUND UNUSED PARKING/TRANSIT

GoNavia participants who have recently purchased transit or parking cards directly from a transit authority or garage that will go unused or will expire should contact the transit agency or parking provider directly. Many agencies and operators have announced refund policies within the past week. If you purchased the benefit with your Navia card, refunds can be processed and returned directly back onto your Navia card by the transit or parking authority. Navia does not require additional documentation for these refunds.

ORDER ADDITIONAL DEPENDENT CARDS

Many participants have spouses or adult dependents under the age of 26 who may be quarantined or will be seeking medical care or advice in the coming months. Participants should consider ordering additional Navia benefits cards for your dependents so that they have a separate card in their name and can access FSA or HSA funds if needed. Navia does not charge a fee for additional dependent cards. You can request additional cards by visiting the Navia web site, logging in, and selecting "Replacement/Additional Card" under the View Additional Tools section at the top of your main statement page.



SUBMIT CLAIMS ON MYNAVIA MOBILE APP

Participants with recent or upcoming medical expenses may need to access or conserve cash during this period of crisis. If you need to file claims to be reimbursed for medical and other expenses, the MyNavia mobile app is the fastest and easiest method of reimbursement. The MyNavia app (available for both Android and Apple devices) allows you to enter the information about the claim, take a picture of the receipt or bill, and electronically submit the claim for processing.

SIGN UP FOR DIRECT DEPOSIT

To avoid mail handling and check processing associated with reimbursements, participants are strongly advised to sign up for direct deposit. You can do so by visiting the Navia website, logging in, and selecting "Update Direct Deposit" under the View Additional Tools section at the top of your main statement page.

