

Frequently Asked Questions

Q: What is Fare Payment from Account?

A: Instead of going out and buying bus tickets or a bus pass you can deposit money into your account and have the price of your ride deducted from your account once you take your ride. Fare Payment from account is a new and convenient way for Handi-Transit registrants to pre pay their fares when they take a trip.

Q: How does it work?

A: You deposit money into your Handi-Transit account when you need to and Handi-Transit deducts your fare from your account after you take your ride.

Q: How do I get a Handi-Transit account?

A: As an active registrant you already have an account with Handi-Transit.

Q: How do I know my account number?

A: All accounts have to be seven (7) digits long. Your account will be the same as your registration number with zeroes at the beginning if your number is less than seven (7) digits. (i.e. if your registration number is 3456, then your account number becomes 0003456)

Q: How do I deposit money into my account?

A: You can deposit money into your account through telephone or on-line banking, cheque, cash, debit or credit card.

Q: How does telephone banking work?

A: You call your bank and register for their bill paying service and ask to have **Winnipeg Handi-Transit** added to your payee list. Once you are enrolled in the service you can use your phone to add money to your account whenever it is convenient for you.

Q: How does on-line banking work?

A: You call your bank and register for their bill payment service and ask to have **Winnipeg Handi-Transit** added to your payee list. Once you are enrolled in the service you can go on-line and add money to your account whenever it is convenient for you.

Q: Can I still pay with a cheque or cash?

A: Yes, you can mail a cheque to our offices at **Unit B 414 Osborne Street, Winnipeg, MB R3L 2A1** and once we receive your cheque we will deposit the amount of the cheque into your account (you have to allow at least five business days for processing). If you want to add money to your account with cash, you or someone on your behalf must come to our offices in person to have our staff deposit the cash into your account. We do not accept cash through the mail.

Q: Can I use my debit card to add money to my account?

A: Yes, but you would have to come to our offices in person to use your debit card, or you can use your debit card at your bank or credit union to add money to your account.

Q: Can I use my credit card to add money to my account?

A: Yes, you can call our offices at 204-986-5722 and provide us with your credit card information and the amount you want to add to your account and our staff will deposit it into your account.

Q: How do I know what my balance is?

A: If you want to know your balance you can call 204-986-5711 and our automated system will guide you with questions so that you can learn how much money you have in your account; or you can call 204-986-5722 and one of our customer service representatives will look up your information and tell you your balance.

Q: Will I get a statement each month telling me how much money I have in my account?

A: No, an individual statement can be provided, but has to be requested by calling 204-986-5722 and we will mail your statement to you.

Q: Do I need to have a bank account in order to use the fare payment from account option?

A: No, you can add money to your account by sending or bringing in a cheque or cash, or sending us a cheque through the mail.

Q: Will I still be able to use tickets or buy a bus pass.

A: Yes, both bus passes and tickets will still be available for purchase, however we encourage you to move to the automated pre-paid method as product will be discontinued at the same time that the conventional transit discontinues product.

Q: Can I still use cash to pay for my ride?

A: Yes, however, anyone choosing to pay with cash will not be eligible for the reduced fares and will have to pay a full regular fare.

Q: Why are you changing the way we pay for our rides?

A: Handi-Transit will be offering the same fares as regular transit including the reduced senior, youth and post-secondary fares. In order to be able to determine that you are eligible for the reduced fares you must be a registered client and pay through the fare payment from account option.

Q: I have a friend who usually goes with me, how do they pay?

A: Friends who accompany you will have to pay the regular adult fare, or you can have their fare deducted from your account then they would only pay the ticket amount.

Q: I have a mandatory attendant who always travels with me, how will they pay?

A: A mandatory attendant is determined to be required when you come in for your functional assessment. If Handi-Transit has assessed that you require a mandatory attendant with you when you travel, your mandatory attendant will ride for free.

Q: Can I book a ride if I don't have any money in my account?

A: No, you must have money in your account when you call to book your ride, the fare will be deducted from your account after you take your ride. **It is important to note** that if you have any outstanding balances (i.e. no show charges, or fare owing charges) they will be automatically deducted from any existing or deposited funds in your account. If you have outstanding charges, when making deposits into your account, please ensure that you deposit sufficient funds to cover your charges and any trips that you may be taking in the foreseeable future.

Q: How long do I have to wait to book a trip after I use telephone banking or on-line banking to add money to my account?

A: Most financial institutions need two (2) full business days to have your money transferred to the Winnipeg Handi-Transit account once you have added money to your account by telephone or on-line banking.

Q: I only use Handi-Transit during the winter months; do I have to pay for my rides through an account?

A: In order to take advantage of the reduced fares, registrants must pay for their ride through account, although the option of paying a regular full fare with cash will still be available.

Q: How do I close my account with Handi-Transit?

A: When your file becomes inactive with Handi-Transit your account is automatically closed. If you have funds in your account of \$10.00 or more at the time that you wish to close your account, we would refund your

money upon request. If a registrant is deceased, upon request with proper documentation, we will refund any outstanding funds to the registrant's estate.

Q: How do I close my account with Handi-Transit?

A: When your file becomes inactive with Handi-Transit your account is automatically closed.

Q: I send you post dated cheques for my monthly bus pass, will I still be able to purchase my bus pass this way?

A: Yes, you can continue to send your cheque to Handi-Transit offices, but you will not receive a paper bus pass. Your client file will show that you have purchased a bus pass and the driver will know that you do not need to pay a fare.