


Dear Valued Client,

To best serve you, we are launching a new gas card option: PEX. Your PEX card can be used at any gas station, for your convenience, reducing geographical barriers to gas station access. This is your assigned card and will be re-loaded as we receive and process your request(s). **Hold on to it.** We hope this new gas card program will additionally help reduce turnaround time with receiving gas funds. Please read this letter in its entirety for instructions on how to set up your PEX card, how it can be used, and Frequently Asked Questions (FAQs).

Respectfully,  
Hopelink Transportation



## **YOUR NEW PEX CARD**



## HOW TO USE YOUR PEX CARD:

Check your balance by calling 1-866-685-0898 and inputting the *entire* card number. When asked for zip code, provide **98073**. If asked for a date of birth, provide **9/9/1999**. If asked for a first and last name, please provide the name listed on your PEX card: **Hopelink Gas** followed by a number. Your card can only be loaded by Hopelink.

You can sign up for SMS texts to check your balance but do not have access to the PEX app.

### *FEATURES OF THIS CARD:*

#### **\* NO CASH ACCESS**

You may not use your card to withdraw cash from on ATM or receive cash back on a purchase.

#### **\* NO CARD LOADING**


Only Hopelink is able to load funds to your card.

#### **\* FUEL RESTRICTION**

This card can only be used at gas stations. This card will decline at any non-gas station facility.

#### **\* USE AS CREDIT ONLY**

If prompted at purchase whether this card is credit or debit, **ALWAYS** pick credit. You will not be able to run as a debit card because you do not have a PIN code. (See FAQs.)



## **FREQUENTLY ASKED QUESTIONS (FAQs)**

### **Where will my PEX gas cards be sent?**

Your gas card will be mailed to the address you give when you call Hopelink. You should make sure that the address you give is safe and secure. You should also make sure you have access to the mail at that address.

### **Where can I use my PEX card**

Your PEX card can be used at any gas station except Safeway Gas. Some merchants may require you to pay inside with your PEX card rather than at the pump.

### **When should I call for my PEX gas card?**

You should call Hopelink for gas cards before your appointment. You can call as early as the 15<sup>th</sup> of the month for the next month's trips. You can call Hopelink up to the 7<sup>th</sup> day of the current month for last month's trips.

### **How long will it take to receive my PEX gas card?**

It will typically take about 10 business days or longer from when you call in to receive your gas reimbursement. We may need to speak with your medical facility before we can apply funds to your PEX Card. If we can't reach the facility, it might take more than 10 business days. Hopelink business days are Monday to Friday unless there is a holiday. So please keep in mind that weekends and holidays are not a part of those 10 days.

### **How do you decide the amount on my PEX gas card?**

You will be paid \$.35 cents per mile based on the nearest facility who can provide the necessary treatment for your medical need and based on your origin address. Exceptions will be made to cost calculations if: a distance note is on file, you reside in a rural area, or another special circumstance is evaluated and agreed upon by Hopelink. The shortest travel distance/time is used when determining the mileage for your trip. Using this trip calculation, we load your card with the exact amount of required funds for travel.

### **Do I receive a PEX gas card for each trip?**

No. Mileage for all your trips provided on the request are added together. The funds on your card may reflect more than one trip. It is important to keep track of the dates you are claiming for reimbursement for most effective fund management.

### **Should I throw away this PEX card after I have used the funds?**

No. You need to keep this card. This card will be your designated gas card. If you book more gas card trips, additional funds will be loaded to the card as you need them. Please do not throw away this card. Keep it indefinitely.

### **What do I do if I think the amount of my PEX gas cards is wrong?**

If you believe there is an error in how the cost for your trip was calculated (mileage or otherwise), or an error in any of your trip information, you can contact Hopelink at 1-800-923-7433 (for King County) or 1-855-766-7433 (for Snohomish County) to express your concern to a Customer Service Representative. Hopelink can also help escalate your concerns on your behalf to help ensure that they are addressed accurately and efficiently.

### **What if my PEX gas card is lost or stolen?**

If your card is lost or stolen, contact Hopelink at 1-800-923-7433 (for King County) or 1-855-766-7433 (for Snohomish County) to express your concern to a Customer Service Representative. Please make sure that you provide your correct mailing address to the Customer Service Representative. We will cancel your previous card and re-issue a new card.

**What if my PEX gas card does not work at the pump?**

Your PEX card is preloaded with the exact amount calculated for your trip(s). Many pumps will not allow you to fill up if you have \$40.00 or less on your card. If the pump does not allow you to fill up directly, it is likely that the balance on the card does not meet the minimum pump requirement. You will need to go into the station and request the exact dollar amount to the pump you wish to use. Then pay inside with your PEX card.

**How do I know what trips the PEX gas card is for?**

Your gas cards will be sent with a letter that gives the number of trips and total dollar amount available on your PEX gas card in the envelope. This will occur the first time you receive the card. Since you will keep this card indefinitely for all future gas card trips, you can check your funds on the card by calling 1-866-685-0898. You can also call Hopelink at the number provided in this letter for specific trip details.

**Who do I call if I have questions about my PEX gas card?**

You should call Hopelink at 1-800-923-7433 (for King County) or 1-855-766-7433 (for Snohomish County) with any questions or concerns. The Customer Service Representative will file a formal concern on your behalf. Your concern will be investigated and Hopelink will contact you with the findings.

**Can I use my PEX card to buy other items?**

Your PEX card will only work at gas stations and can only be used for the purchase of gas.

**Can Hopelink review my purchases I make with my PEX gas card?**

Yes, Hopelink has ability to view transactions for auditing purposes.

**Can I withdraw the funds from my PEX card as cash?**

No. This card has NO CASH ACCESS. You may not use your card to get cash from an ATM nor get cash back from a purchase.

**What if a purchase with my PEX gas card requires a PIN?**

PIN stands for "Personal Identification Number". A PIN number is a four-digit number that may be asked at the time of a purchase. Your card does not have an assigned PIN. You therefore should always run the card as credit. If you run into troubles, tell the merchant that you need to run the card as credit. You can also call Hopelink at the numbers listed above and below for further assistance.

**If you have additional questions, please call Hopelink  
King County 1-800-923-7433 ♦ Snohomish County 1-855-766-7433**

**Thank you!**