



## FAQS: PRESTO Loads

<b>Academic Term</b>	Winter 2024
<b>Program Operations Days</b>	Monday to Friday
<b>Program Operations Hours</b>	Office Hours: 9:00 am - 4:30 pm

<b>Question</b>	What is PRESTO Loads?
<b>Answer</b>	PRESTO Loads is a program that provides \$25 per month for transit costs, with a maximum of \$50 per semester. The PRESTO Load support is meant for current full-time students who need help with their transit costs.

<b>Question</b>	What do I need to do to register for the PRESTO Loads program?
<b>Answer</b>	Students who meet the eligibility criteria – including using transit regularly to commute to campus and owning a valid PRESTO card – can register at the link HERE ( <i>insert link to <a href="https://forms.office.com/r/XmSXdkFi1e">https://forms.office.com/r/XmSXdkFi1e</a></i> ) or using the link above. Students must complete the form in its entirety with accurate information when registering.

<b>Question</b>	Can I register more than once to get the \$25 PRESTO Loads?
<b>Answer</b>	<p>If you registered and received a first voucher code already:</p> <ul style="list-style-type: none"> <li>- you do not need to register a second time in the same semester -- your second code will be automatically sent to you in the following month</li> <li>- your registration will expire at the end of the Winter 2024 semester, and you will be required to register again in the spring/summer 2024 semester.</li> </ul> <p>If you have not received a voucher yet, you will need to register again every registration cycle until you are selected to receive your first voucher code.</p> <p>The maximum total PRESTO Load per semester is \$50.</p>

<b>Question</b>	How are students selected to receive PRESTO Loads assistance?
<b>Answer</b>	Selection is made based on first-come, first-served. Priority will be given to those who register first. Students should be aware of registration dates by following @SAGBC on Instagram or the website StudentAssociation.ca.

<b>Question</b>	How will I know if I am selected for a voucher?
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<b>Answer</b>	You will receive an email with a voucher code that you will use to deposit the funds. Instructions on how to redeem the voucher code will be in the email. Check your junk mail or spam box folder to ensure that you don't miss it. Those who are not selected for a voucher will not receive an email and they will be required to re-register again until selected.
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<b>Question</b>	If I am selected for a voucher, do I need to register again?
<b>Answer</b>	No, if you received a voucher already, you do not need to register a second time in the same semester; however, you will need register again in the next semester. The maximum total PRESTO Load per semester is \$50.

<b>Question</b>	If I have not received a voucher yet, do I have to register again?
<b>Answer</b>	Yes. If you have not received a voucher yet in the Winter semester, you will need to register again every registration cycle until you receive a voucher. The maximum total PRESTO Load per semester is \$50.

<b>Question</b>	I do not have a PRESTO card. Can I still register?
<b>Answer</b>	No. You will need a PRESTO Card, but you can get one for <b>free</b> using the options below: <ul style="list-style-type: none"> <li>- <b>Free</b> at participating Toronto Public Libraries (see below)</li> <li>- For <b>free</b> PRESTO cards at St James campus and Waterfront campus, go to the St Lawrence branch</li> <li>- For <b>free</b> PRESTO cards at Casa Loma campus, go to the Lillian H. Smith branch.</li> <li>- <b>Free</b> PRESTO cards are available digitally for Android Users via the Google Play PRESTO app</li> <li>- Learn More at <a href="https://www.ttc.ca/Fares-and-passes/Other-passes/Fair-Pass-Transit-Discount-Program">https://www.ttc.ca/Fares-and-passes/Other-passes/Fair-Pass-Transit-Discount-Program</a> .</li> <li>- Purchase a physical card</li> </ul>

<b>Question</b>	How long will it take for funds to be disbursed?
<b>Answer</b>	Those selected to receive a voucher will be sent an email about 4-5 business days after the closing of the registration period. The voucher code will be active when you receive it. Directions on how to redeem your voucher to your card will be included in the email.

<b>Question</b>	Is there an expiry for the voucher code?
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<b>Answer</b>	<p>Yes. If you do not redeem the voucher code onto your PRESTO Card by the expiry date that is in the email that you received, the funds will expire, and will not be able to be redeemed. We strongly encourage you to redeem the voucher code onto your PRESTO Card as soon as you receive.</p> <p>After you redeem the voucher code and the funds are on your PRESTO Card, the funds will not have an expiry.</p>
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<b>Question</b>	<b>Which transit systems can I use the funds on?</b>
<b>Answer</b>	<p>Funds can be used on any transit system that accepts PRESTO cards as payment. The following transit systems accept PRESTO:</p> <ul style="list-style-type: none"> <li>- Toronto Transit Commission (TTC)</li> <li>- GO Transit</li> <li>- UP Express</li> <li>- MiWay (Mississauga Transit)</li> <li>- Brampton Transit (includes Zum)</li> <li>- York Region Transit (YRT) (includes VIVA)</li> <li>- Durham Region Transit</li> <li>- Oakville Transit</li> <li>- Burlington Transit</li> <li>- Hamilton Street Railway (HSR)</li> </ul> <p>Transit systems that DO NOT accept PRESTO:</p> <ul style="list-style-type: none"> <li>- Barrie Transit</li> <li>- Milton Transit</li> <li>- Guelph Transit</li> </ul>

<b>Question</b>	<b>Is there a limit on how many trips I can make?</b>
<b>Answer</b>	<p>PRESTO Loads disburses funds only. We do not limit the number of trips, or how much of the funds you spend. For example, a \$25 voucher could cover about 7 trips on the TTC, but for GO Transit, the cost might be higher, which would reduce the number of trips the funds could cover.</p>

<b>Question</b>	<b>Can I transfer the funds to another card?</b>
<b>Answer</b>	<p>No, if you have already loaded the voucher code onto your own PRESTO Card, you cannot transfer the funds to another card, such as to a friend or family member's card. If you share a PRESTO Card with a family member or friend, you could redeem the voucher code onto that card.</p> <p>The only exception would be if you lost your card and it was registered with PRESTO -- you could transfer the funds from the lost card to a new card that is on the same account. The lost card would need to be cancelled, though, and it would no longer work.</p>

<b>Question</b>	<b>Can I apply even if I receive assistance from OSAP?</b>
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<b>Answer</b>	Yes. Receipt of OSAP does not affect eligibility
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<b>Question</b>	Can I withdraw the funds from my PRESTO card?
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<b>Answer</b>	No, there is no mechanism to withdraw the funds as cash.
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<b>Question</b>	I have a question or require an accommodation?
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<b>Answer</b>	If you have a question related to the PRESTO Loads program, or have an accessibility need, and require help while completing this registration assessment from, please contact: transit@sagbc.ca or send us your feedback on the link HERE ( <i>insert link</i> <a href="https://forms.office.com/r/B5iEbNttyz">https://forms.office.com/r/B5iEbNttyz</a> )
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