



With the launch of the new CBE Calgary Transit Rebate, there will be a lot of questions from schools and parents. The following is a list of resources and contact information to assist with commonly asked questions:

### Issues with online portal

The website is mobile accessible and works best in Chrome, Internet Explorer and Safari.

For difficulties with the website and website functions contact the third-party vendor:

Monday-Friday: 8 a.m. - 6 p.m. EST

1 (855) 368-7113

[cbetransitrebate@cfrservices.com](mailto:cbetransitrebate@cfrservices.com)

### Invitation to apply for a rebate

- Email invitations were sent on November 16, 2017 to two parents/legal guardians via SchoolMessenger. If you did not receive an email and think you should:
  - Confirm your eligibility
  - Check to see there is a valid email on file at your school
  - Confirm that you have [subscribed to receive commercial messages](#) from the CBE
  - Wait for a letter to arrive by early December
- If no valid email was found, a letter will be sent to parent/legal guardians via Canada Post. This process will take up to two to three weeks to complete. If you did not receive a letter by December 11, 2017:
  - Confirm your eligibility
  - Check to see your address and program is correct at your school
- If you still believe you are eligible for a rebate, contact CBE Transportation at [transportation@cbe.ab.ca](mailto:transportation@cbe.ab.ca)

### Eligibility

- Check Eligibility Criteria to see if you qualify for a rebate based on your program and distance from school (see FAQ and Information Sheet – Eligibility)
- Check the walk zone map on your school profile. Visit <http://www.cbe.ab.ca/schools/school-directory/Pages/default.aspx#> and click on your school name.
- If these two resources do not answer your question, contact CBE Transportation at [transportation@cbe.ab.ca](mailto:transportation@cbe.ab.ca)