



With the launch of the new CBE Calgary Transit Rebate, there are a number 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 are sent 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
- If no valid email was found, a letter was sent to parent/legal guardians via Canada Post. If you did not received a letter:
  - 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 [Frequently Asked Questions](#) 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 [transitrebate@cbe.ab.ca](mailto:transitrebate@cbe.ab.ca)