

Exciting New Features and Low Fees!

You Spoke. We Listened!

- Zero fees for balance inquiries. Anytime, Anywhere!
- Easy access to speak with a live Customer Service Representative. Just press "0".
- Zero fees for cash back at participating merchants (i.e. gas stations, grocery stores and more).
- One FREE out-of-network ATM withdrawal per week.
- Free deposit and low-balance text alerts.
- Zero liability fraud protection.
- Emergency cash withdrawal at Western Union. No more waiting!



Dates to Remember

- **June 16, 2014:** Bank of America begins sending out new cards to cardholders who are currently claiming. *Activate Immediately!*
- **Week-ending June 28, 2014:** last deposit will be made on the old card.
- **July 7, 2014:** UI benefit payments will begin to be issued to the new Bank of America card.
- **July 7, 2014:** Old cards will no longer receive deposits. Draw down balance on old cards to \$0.



Questions? Concerns?

- To check the balance on your old card, 1-866-899-5611.
- For additional questions about the new debit card program or questions about your unemployment insurance claim, call 1-866-239-0843.
- Chat LIVE at www.iowaworkforcedevelopment.gov.