

## INTRODUCING THE NEW IOWA WORKFORCE DEVELOPMENT DEBIT CARD

Your current unemployment insurance debit card (pictured below) is being replaced with a new card from Bank of America.

Unemployment benefit payments issued on or after July 7<sup>th</sup> will be deposited to your Bank of America card. (pictured below)



**Coming in June!**

### WHAT DO YOU NEED TO DO?

- Watch the mail. If you are in current claiming status, you will receive a new card (pictured above) in mid-June.
- Activate the card IMMEDIATELY upon receiving it. There will not yet be funds on the card. However, we do not want you to experience any delays in receiving deposits. **NOTE: The new cards do not expire for three years. Do not discard the card when you are no longer receiving benefits.**
- Continue to use your old card until there is a ZERO balance. Call 866-899-5611 to double-check your balance.
- To speak to a customer service representative, do not push any buttons. Hold on the line and a live customer service representative will be with you shortly.

### 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](http://www.iowaworkforcedevelopment.gov).