



# Nevada Unemployment Insurance (UI) Pre-Paid Debit Card from Bank of America FAQ's

**updated 4/28/2020**

## How will I receive unemployment payments?

Unemployment benefits are paid through a pre-paid debit MasterCard from Bank of America. Once you receive your card, you can read the included instructions to learn more about your option to have funds directly deposited to your bank account.

## How do I get the debit card?

- If you have never filed for unemployment insurance (UI) with the State of Nevada, the debit card **will be automatically be mailed to your address** on file associated with your unemployment claim. Mailing time can take up to seven (7) to ten (10) days.
- If you have filed for UI in the past and your previous card is **not** expired, the funds will be transferred to that card.
- If your previous card is expired, your new card will automatically be issued when the deposit posts.
- If you have lost or destroyed your previous card, you will need to call Bank of America to request a new one.

## When will I receive funds?

Receipt of your debit card does not necessarily indicate that you have funds available. Your benefits will be transferred to the card when you file your UI claim and meet the eligibility requirements for unemployment. **If your UI claim is approved, it only means that the state has accepted your application for benefits. This *does not* indicate that your funds are available.**

### Timeline for receiving funds:

- Successfully file UI claim (week 1)
- File your weekly claim (week 2)
- Deposit to your debit card (week 2, if immediately eligible\*\*)
- Continue filing weekly claims (each week your deposit will post to the card within 48 hours)

**\*\*A hold on your claim due to eligibility issues will delay payment to your card**

## What do I do when I receive the debit card?

The debit card takes 7 to 10 days to reach you. Make sure to activate your debit card as soon as you receive it. The debit card will come with instructions on how to set up direct deposit. See timeline above on when to expect funds on the card. Make sure to keep the card until the expiration date in case you need benefits in the future.

## How do I know if there is money on my UI debit card?

You may check your updated balance and transaction record anytime day or night, even weekends and holidays, by visiting [www.bankofamerica.com/nevadauidebitcard](http://www.bankofamerica.com/nevadauidebitcard). You can view details of your purchases, including merchant name, location, date and amount. For additional information, click the link for **Learn about Nevada's UI debit card** at [ui.nv.gov](http://ui.nv.gov).

## What do I do if I don't receive a debit card in the mail?

First, wait seven (7) to ten (10) days after filing your UI claim. Confirm the address on file at [ui.nv.gov](http://ui.nv.gov). If your address is correct, check the following:

- If you have filed for UI in the past and your previous card is **not** expired, the funds will be transferred to that card.
- If your previous card is expired, your new card will automatically be issued when the deposit posts.
- If you have lost or destroyed your previous card, you will need to call Bank of America to request a replacement.
- If it has been over ten (10) days since you filed your claim and you have not received your debit card, contact Bank of America at 888-339-8969 or visit [www.bankofamerica.com/nevadauidebitcard](http://www.bankofamerica.com/nevadauidebitcard).

## What if the address on file is wrong or needs to be changed?

The card will be returned to the Bank of America debit card center. You must contact the UI telephone claims center or go online to update your address. It may take up to 3 business days for this information to update with Bank of America. You then can contact Bank of America Debit Card call center at 1-888-339-8569 to request a new card be mailed. A replacement card will be mailed to you. Please keep in mind due to mailing time it can take up to seven (7) to ten (10) days.

## Should I contact Bank of America?

Bank of America call centers can only assist in matters relating to the debit card itself. Contact Bank of America for the current card status, including balance inquiries. They cannot answer any unemployment questions regarding the status of your funds. **Only contact Bank of America to report a lost or stolen card or if you need assistance in resetting your debit card PIN.** You can call 888-339-8969 or visit [www.bankofamerica.com/nevadauidebitcard](http://www.bankofamerica.com/nevadauidebitcard).

♦ For additional information on Nevada's UI debit card, please click [here](#). ♦