

Frequently Asked Questions about the Unemployment MasterCard



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Frequently Asked Questions about the Unemployment MasterCard

- **How do I know if my new UI debit card was mailed to me?**
If you do not already have a debit card for unemployment insurance, you will receive one within 7 to 10 days of filing a claim. You must call the Bank of America (Nevada Unemployment Insurance) Debit Card Customer Service Center to activate the card at 1-888-339-8569.
- **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. You can view details of your purchases, including merchant name, location, date and amount.
- **What happens to my debit card if it is mailed to the wrong address?**
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 issued to you. Please keep in mind due to mailing time it can take up to seven (7) to ten (10) days.
- **What should I do if my name is spelled wrong on my debit card?**
Contact the UI telephone claim center for a correction of your name. 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 issued to you. Please keep in mind due to mailing time it can take up to seven (7) to ten (10) days.
- **What should I do if the Bank of America Debit Card center has my date of birth wrong?**
Contact the UI telephone claims center and provide the correction to your date of birth. The UI telephone claim center will then provide the updated information to the Bank of America Debit Card center. It may take up to 3 business days for this information to update with Bank of America.
- **What should I do if I do not receive my debit card?**
You should immediately contact the Bank of America Debit Card call center at 1-888-339-8569 to request a replacement card. Please keep in mind due to mailing time it can take up to seven (7) to ten (10) days.
- **What happens if I destroy or lose my debit card?**
You must immediately contact the Bank of America Debit Card call center at 1-888-339-8569 to have your debit card replaced and report the loss of the card. Please keep in mind due to mailing time it can take up to seven (7) to ten (10) days.

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- **Will the post office forward my debit card if I move and leave a forwarding address?**

No. 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 issued to you. Please keep in mind due to mailing time it can take up to seven (7) to ten (10) days.

- **Will I be charged every time I call the Bank of America Debit Card call center?**

No, there are no fees to contact customer service. You may also go online at www.bankofamerica.com/nevadauidebitcard to check your balance or any transactions you have made.

- **What should I do if a bank will not honor the card or insists on charging inappropriate fees?**

You will need to contact the Bank of America Debit Card call center at 1-888-339-8569 and speak with a Customer Service Representative.

- **How to activate my UI debit card?**

You must activate your card through the Bank of America Debit Card call center by contacting 1-888-339-8569 or online at www.bankofamerica.com/nevadauidebitcard. The UI Telephone claims center cannot activate your card.

- **Are there fee's associated with this debit card?**

*You are allowed unlimited free ATM Cash Withdrawal at any Bank of America ATM or Allpoint ATM. When you use an ATM that is **NOT** a Bank of America ATM, a \$1.25 fee will be deducted from your card balance. These ATMs may charge additional surcharge fees for using the machine. You are urged to read the notices at the ATM before agreeing to fees.*

[To view the fee schedule click here.](#)

- **Do you offer direct deposit as an option for me to receive UI benefits?**

Yes. In order to transfer funds from your UI Debit Card account to a traditional checking or savings account owned by you at any U.S. financial institution, you may perform an Online Funds Transfer via the Customer Service website. To begin this process, you will simply sign on to the website and select the "Transfer Funds" option from the Account Summary page.

- *You will need to register a "transfer-to" account prior to performing your first transfer.*
- *Once your "transfer to" account is authenticated (this can take up to 5 business days), your transfer will be made.*
- *Once your transfer is made, it can take up to 2 business days to receive your funds in your account, and the transfer cannot be canceled once entered. Once funds are transferred to your checking or savings account, you will not be able to have the funds returned to you if the routing number or account number you provide for your checking or savings account is not correct.*

A minimum value of \$20.00 may be transferred.

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- **Do you offer other payment options for me to receive UI benefits?**
*You have the option to receive your benefit payments in the form of a paper check. In order to receive benefit payments via the check option, you **MUST** contact the Unemployment Insurance Support Services (UISS) Office at (775) 684-3802. Please be aware that benefit payments made by check may be delayed due to additional processing and mailing time.*
- **How do I enroll in the automatic transfer program?**
As soon as you receive your new UI debit card in the mail, you can go on-line at www.bankofamerica.com/nevadauidebitcard and enroll for automatic bank transfer. Every deposit made to your UI debit card after that day will automatically be transferred to your checking or savings account. Any remaining balance on your card prior to selecting automatic bank transfer will remain on your card. Transfers may only be made to a bank account in the United States.
- **Are there any fees associated if I decide to have my UI funds automatically transferred to my own checking or banking account?**
No. There is no fee to enroll in the automatic bank transfer program and you will not be charged a fee when the funds are transferred to your bank account.
- **What should I do if I change or close my bank account?**
You can go on-line at www.bankofamerica.com/nevadauidebitcard or call the Bank of America Debit Card call center at 1-888-339-8569 and update your account information.
- **What happens if I change banks and do not provide my new banking account number?**
When you enroll in the automatic bank transfer program, you will be required to provide an e-mail address or a telephone number. If your bank account has closed, your UI funds will automatically be re-deposited to your UI debit card. You will also receive a notification that you must provide updated account information before any future funds will be transferred to your bank account.
- **What if I decide I no longer wish to be enrolled in the automatic bank transfer program?**
You can go on-line at www.bankofamerica.com/nevadauidebitcard. A transfer cancellation request will be processed within three (3) business days and transfers will continue until the cancellation request is completed.
- **Will the Department of Employment, Training and Rehabilitation (DETR) ever call me and ask for my bank account information?**
No. DETR will never contact you under any circumstances to request your personal bank account information. Any bank transfer request or change must be initiated by you through www.bankofamerica.com/nevadauidebitcard or by calling the Bank of America Debit Card call center at 1-888-339-8569.

Frequently Asked Questions about the Unemployment MasterCard

- **How long will it take the money to be transferred from my UI debit card to my bank account?**

Once your transfer is made, it can take up to 2 business days to receive your funds in your account, and the transfer cannot be canceled once entered.

- **How can I keep track of deposits made to my UI debit card?**

You may check your transaction history at www.bankofamerica.com/nevadauidebitcard or by calling the Bank of America Debit Card call center at 1-888-339-8569.

- **Does the Bank of America Debit Card expire?**

Yes, one month prior to the expiration date listed on the front of your Debit Card, you will receive a new card with a new expiration date if you have a balance on your card or have used it within the last 365 days. Please be sure to activate your new card and destroy your expired card. Your balances and payments will be accessible on your new card after activation. If you have not automatically received a replacement card prior to the expiration, contact the Bank of America Debit Card call center at 1-888-339-8569 or www.bankofamerica.com/nevadauidebitcard.