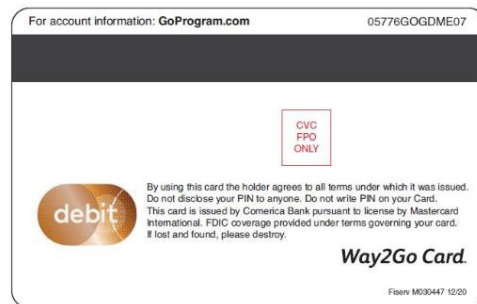
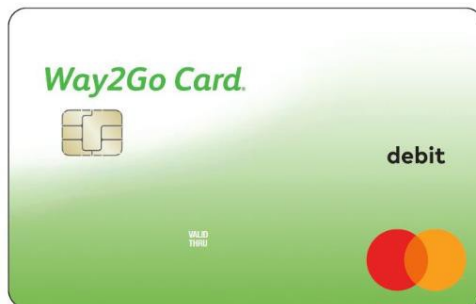




ONE NEVADA - Growing A Skilled, Diverse Workforce

Nevada Unemployment Insurance (UI) and Pandemic Unemployment Assistance (PUA) PrePaid Debit Card from Way2Go® FAQ's



***6/25/21 Update**

What should I do if I haven't received my Way2Go card yet?

The first thing you should do is make sure your address is updated in your claimant portal. If you have a long address, be sure to put your apartment or unit number on the second address line. For help with this you can also contact the call center by phone.

If you don't receive your card by the first week in July, (July 9) call Way2Go to check the status, (844) 542-1115. Cards were mailed throughout the month of June, so it's possible some cards will arrive in the mail through the first week of July.

When will my benefits load onto the new debit card?

If you file your weekly claim on June 27, 28 or 29, 2021 your benefits will be deposited onto your Bank of America debit card.

If you file your weekly claim June 30 or after, your benefits will be deposited onto your new Way2Go debit card.

What's new with the unemployment Prepaid Debit Card?

DETR has changed prepaid debit card providers from Bank of America to Way2Go Card® Debit Mastercard®. Unemployment benefits will be paid through a prepaid debit MasterCard from Way2Go® starting July 1, 2021. Once you receive your new card, activate it immediately. You can read the included instructions to learn more about your options to have funds directly deposited to your bank account. **This does not affect PUA claimants that already receive funds by direct deposit.**

Receipt of this card does not guarantee that you have met all eligibility requirements.

When should I expect my new Way2Go Card® Debit Mastercard®?

Throughout the month of June 2021, DETR will be sending the Way2Go Card® Debit Mastercard® to any claimant that has an open claim on file. If you are an existing claimant, but do not have an open claim, a Way2Go Card® Debit Mastercard® will be sent to you once you apply for benefits. The Way2Go Card® Debit Mastercard® will replace your Bank of America prepaid debit card. Please make sure your address is up to date with DETR.

What if I don't receive my new debit card by July 1?

If you have not received your card by July 1 and you are an active filer, contact Way2Go at (844) 542-1115. If you need help updating your address call the claims center:

- Northern Nevada (775) 684-0350
- Southern Nevada (702) 486-0350
- Rural Nevada & Out-of-State (888) 890-8211

When will I receive funds on my Way2Go Card® Debit Mastercard® if I have a new claim or I am still waiting for approval?

Receipt of your debit card does not necessarily indicate that you have funds available. Your benefits will be deposited to the card when you file your UI claim and meet the eligibility requirements for unemployment. Benefits will be deposited to your new Way2Go Card® Debit Mastercard® after July 1, 2021 if otherwise eligible.

Timeline for receiving funds for new filers:

- Successfully file UI claim (week 1)
- File your weekly claim (week 2)
- Benefits deposited 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 should I do when I receive the Way2Go Card® Debit Mastercard®?

Activate your debit card as soon as you receive it, even if your eligibility is still pending. Failure to activate your card may cause delay in future benefits. The debit card will come with instructions on how to set up direct deposit from the card to your bank account. Make sure to keep the card until the expiration date in case you need benefits in the future.

What if my Bank of America Card still has a balance right now?

Funds from your Bank of America card cannot be transferred to your Way2Go Card®. Any remaining funds on your Bank of America debit card may be spent as you normally would or can be transferred to your bank or credit union account until October 1, 2021.

Check your balance by visiting <http://www.bankofamerica.com/nevadauidebitcard> and logging on to your account. To transfer funds to your existing checking or savings account, select the "Transfer Funds" option within the site.

Your Bank of America card remains subject to the terms of the Bank of America Cardholder Agreement and Bank of America may close your account any time after June 30, 2021 once your balance reaches zero. You can contact Bank of America for assistance with any of these issues at 1-888-399-8569.

What if my Bank of America Card still has a balance after October 1, 2021?

If your Bank of America debit card has an available balance after October 1, 2021, you will need to contact Bank of America to retrieve those funds at 1-888-339-8569.

What if my Bank of America card is lost or stolen or expires before October 1, 2021?

Bank of America will continue to replace any card only up to August 31, 2021. After September 1, 2021, you will need to contact Bank of America directly to obtain any funds on that card at 1-888-339-8569. What if the address on file is wrong or needs to be changed?

You must update your address online with DETR or contact the claims center. Do not contact the debit card directly as they will not be able to update your address. After 3 business days of updating your address with DETR, you will then contact the Way2Go Card® customer service at 1-844-542-1115 and request a new debit card. It may take up 7 to 10 days to receive your new card.

When should I contact Way2Go Card®?

Way2Go Card® call centers can only assist in matters relating to the debit card itself. Way2Go Card® cannot answer any unemployment questions relating to the release of your funds. **Only contact Way2Go Card® to report a lost or stolen card or if you need assistance in resetting your debit card PIN.** You can contact the customer service at 1-844-542-1115 or visit www.GoProgram.com.

What if I receive a debit card but I did not file a claim?

[Click here](#) and select Report Fraud to DETR. Follow the instructions on how to properly report the potential fraud. If you do not have a claim on file, and you suspect fraud, you may destroy the debit card after reporting the potential fraud to DETR.

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

Frequently Asked Questions for the Way2Go Card

WHERE DO I FIND INFORMATION ABOUT THE Way2Go™ CARD?

- After logging into the Way2Go™ Web site <https://www.goprogram.com>, select the Program Documents menu option. Program Documents will contain information pertaining to fees that may be applied for services related to your card.

HOW DO I MAKE A PURCHASE?

- Simply present your card when paying. The money is automatically deducted from your account. You may also ask for cash back with your purchase at many merchant locations.

HOW DO I GET CASH AT AN ATM OR BANK?

- When using your card at an ATM, insert your card and enter your PIN. Press either the checking or savings button, select Cash Withdrawal, and enter the amount of cash needed. Don't forget to take your receipt.
- When using your card at the bank teller window, present your card and tell the cashier the amount of cash you wish to receive. You may be asked to sign a receipt.
- Be sure to check your card information under Program Documents to determine how many free cash withdrawals you are permitted.

CAN I CHECK MY BALANCE AT AN ATM?

- Yes, you may check your balance at an ATM. You will receive a printed receipt of your current balance. Be sure to review the Program Documents for your card to see if a fee is charged for this service.

ARE THERE SURCHARGE FEES ASSOCIATED WITH ATMS?

- Yes, some bank ATMs will apply a surcharge fee to use their ATM. You can avoid this fee by checking the Program Documents to determine which ATMs are free with your card. Always be sure to read the ATM messages carefully; you may cancel the transaction if you wish to avoid the fee.

HOW CAN I AVOID FEES?

- You can avoid fees by asking for cash back with your purchases. Use your free cash withdrawals at participating ATMs or teller windows and avoid ATMs not participating in the program.

ARE THERE FEES FOR USING THE CARD?

- There are no monthly fees for managing your funds. But, fees may apply to many services including ATM cash withdrawals or card replacements. Be sure to read the information posted under Program Documents to understand the details of your card.

ARE THERE FEES FOR CALLING CUSTOMER SERVICE?

- Yes, there are fees for calling customer service. Be sure to read the Program Documents.

HOW CAN I CHECK MY CURRENT BALANCE?

- To avoid any fees, you may check your account balance online by visiting <https://www.goprogram.com>. You may also check your account balance by calling customer service 24 hours and day, 7 days a week.

HOW CAN I GET A REPLACEMENT CARD IF MY CARD IS DAMAGED OR STOLEN?

- Call customer service to status your current card in order to prevent unauthorized use. Customer service will then issue a replacement card that will arrive in 7 to 10 business days.

CAN I GET A REPLACEMENT CARD SOONER THAN 7 TO 10 BUSINESS DAYS?

- Yes, for a fee a new card can be expedited to you. An expedited card can only be sent to a physical address and someone over the age of 18 must be able to sign for the card. Please check the Program Documents to see the amount of the expedited fee.

WHEN WILL MY DEBIT CARD BE AVAILABLE FOR USE?

- Your card is ready for use after activating it through the automated voice response system and once a deposit has been applied to your card.

CAN I ADD ADDITIONAL FUNDS TO MY DEBIT CARD?

- No. Only an authorized client for your card can issue funds. Additional funds cannot be added to the account.

IS THERE A CREDIT LINE ASSOCIATED WITH MY DEBIT CARD?

- No. There is no credit line associated with your debit card.

HOW CAN I DISPUTE AN INCORRECT CHARGE (BILLED INCORRECTLY, BILLED TWICE, OR UNAUTHORIZED CHARGE) ON MY ACCOUNT?

- You must first attempt to resolve the dispute with the merchant directly. If the merchant cannot resolve your dispute you may contact customer service for further assistance. Before calling customer service be sure to have any relevant information, which may include:
 - The name of the person you spoke with and what was said when you contacted the merchant
 - Proof of the transaction (e.g. receipt)
 - A police report if the card was stolen