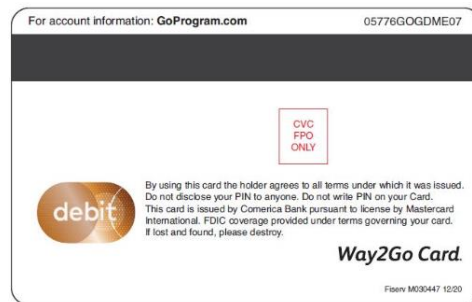
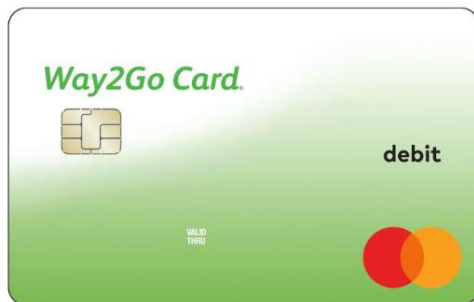




ONE NEVADA - Growing A Skilled, Diverse Workforce

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



What is new with the unemployment Pre-paid 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 pre-paid 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 debit card. Please make sure your address is up to date with DETR.

What if I do not receive my new debit card by July 1?

If you have not received your card by July 1 and you are an active filer, please contact 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?

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 account until October 1, 2021. You may transfer any funds from your Bank of America debit card to your bank account by visiting <http://www.bankofamerica.com/nevadauidebitcard> and logging on to your account. Bank of America may close your account any time after June 30, 2021 once your balance reaches zero.

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?

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 your funds 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](#). ♦