

INFORMATION NOTICE

WORKFORCE SERVICES

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TO: WORKFORCE DEVELOPMENT COMMUNITY

SUBJECT: EDD DEBIT CARD FOR UI CLAIMANTS

The purpose of this Information Notice is to inform the Workforce Development Community that the Employment Development Department (EDD) is changing the way it pays Unemployment Insurance (UI) benefits. Beginning in July, 2011, rather than mailing paper checks, the EDD will mail claimants an electronic benefit payment, Visa-branded EDD Debit Card from Bank of America.

To notify claimants of this upcoming change, the EDD began mailing claimants an informational insert with their benefit payment checks. The insert advises claimants that they will be automatically mailed a Visa branded EDD Debit Card, issued by Bank of America, within the coming months.

With the introduction of any new service, claimants may have questions or require assistance of staff in the One-Stop Career Centers. Staff should inform claimants that when issued an EDD Debit Card, they will receive a Bank of America "Welcome Packet" including instructions for activation and use of their EDD Debit Card and contact information for Bank of America. Additionally, staff should advise claimants to direct any banking related questions to Bank of America, and continue to direct questions regarding UI benefits or claim information to EDD. (Note: Bank of America will not be able to answer questions about UI benefits or provide claim information.)

For additional information regarding the EDD Debit Cards, please visit www.edd.ca.gov/About_EDD/The_EDD_Debit_Card.htm.

To view frequently asked questions and answers regarding the EDD Debit Cards, please visit www.edd.ca.gov/About_EDD/FAQs_The_EDD_Debit_Card.htm.

/S/ MICHAEL EVASHENK, Chief
Workforce Services Division