**Frequently Asked Questions Regarding New Electronic Payment Card.**

**Why did I receive a Notice of a New Debit card / Notice called “IMPORTANT INFORMATION REGARDING CHANGES TO YOUR UNEMPLOYMENT BENEFITS ELECTRONIC PAYMENT CARD?**

The State of Arizona is transitioning to a new provider for our Electronic Payment Cards (EPC). Beginning in September of 2021, Bank of America will no longer provide payment services for government entities, so DES will replace your Bank of America Visa EPC with the Way2Go Card® Prepaid MasterCard© issued by Comerica, which will be sent to you by mail no later than September 23, 2021

**When will I receive my new EPC card?**

Your new Way2Go Card will be mailed between August 30th, 2021 and September 23, 2021.

**If a customer received an EPC card and have an active Direct Deposit account, will this change your method of payment?**

*No. The EPC card was sent out to those customers who currently have an active direct deposit account in error. This will not change the way you receive payments. Here are two options you can do:*

● *If you wish to cancel your Way2GoⓇ EPC card, you may do so by accessing EPC account at GoProgram.com, and may discard the EPC card accordingly.*

*Or*

● *If you wish to keep the Way2GoⓇ EPC card for future use you may do so without affecting the way they receive payments.*

**Where can I find an ATM for my Way2Go Card®?**

You can find an ATM through one of the following locators:

● Comerica®: https://locations.comerica.com/

● MoneyPass®: https://moneypass.com/atm-locator.html

● AllPoint®: https://www.allpointnetwork.com/locator.html

● MasterCard®: <https://www.mastercard.us/en-us/personal/get-support/find-nearest-> atm.html

**What if I misplace my Way2Go Card®?**

If you misplaced your Way2Go Card, please contact the Go Program Card Services:

Toll Free Number: 833-915-4041

TTY: 877-427-4172

Direct International Dial: 214-210-2249

If you do not have your card number, wait for the prompt “If you don't have your card number, press pound,” then press #. Press 4 to report a lost, stolen or damaged card. Enter your Social Security Number. Enter your Date of Birth. Enter your PIN. If you do not have a PIN, wait to be transferred to an agent for assistance.

**When will my child support funds be added to my new Way2Go EPC?**

All DES benefit payments issued on or after September 23, 2021 will be deposited to your new Way2Go Card. Note: The Way2Go EPC are valid for 5 years. Funds already on your Bank of America EPC will be available for your use until February 27, 2022.

**When will the deposits stop on the old Bank of America card?**

DES benefits or Child Support will no longer be added to your Bank of America card as of September 23, 2021.

**How do I begin using my new EPC card?**

Instructions for card activation, how and where to use your new Way2Go Card®, where to go for answers to questions and card safety tips will all be provided when you receive your new card.

**What do I do if I am unable to activate my new Way2Go card?**

Call the Way2Go provider toll-free at 833-915-4041 or by direct international dial at 214-210-2249.

**What if I’ve moved since I received my first EPC card?**

If you want to process a change of name and/or address for our records, you may do any of the following:

**Come in person to the Clerk's Office at either of the following locations:**

201 W. Jefferson, Phoenix  
222 E. Javelina, Mesa

**Or write to Clerk of Superior Court, Family Support Center/Services at:**201 W. Jefferson, Phoenix, AZ 85003

Northeast Regional Court Center  
18380 North 40th Street, Suite 120, Phoenix, AZ 85032

Northwest Regional Court Center  
14264 West Tierra Buena Lane, Surprise, AZ 85374

**Or send a FAX to (602) 506-1937;**

**Or email to** [**Fssresearch@maricopa.gov**](mailto:Fssresearch@maricopa.gov)

**Will I still have access to the funds on my Bank of America card? / How long can I use my old Bank of America card for?**

Yes, any funds already on the card as of September 23, 2021 will still be available for full use until February 27, 2022. After February 27, 2022, you will have limited use of your Bank of America card until March 30, 2022. During the limited use period you will:

● Be able to transfer remaining funds to another bank account

● Be able to call Bank of America to request a check with remaining funds to be mailed to you (allow 10 days to receive) or to request that Bank of America issue you Western Union emergency cash (allow 24 hours to receive)

● NOT be able to use your card to make purchases (including receiving cash back at point of sale), or to withdraw cash from ATMs.

DES recommends that all claimants use or transfer any remaining DES benefits on Bank of America funds to a personal account, prior to February 27, 2022. After February 27, 2022, you will no longer be able to use your Bank of America card to make purchases, and you will need to contact Bank of America to request that any remaining funds be disbursed to you by paper check. If there are any funds remaining after three years, the escheatment process will apply and you will need to follow the Department of Revenue (DOR) process for unclaimed property. Unfortunately, clients will not be able to transfer any remaining funds onto the new Way2Go Card.

**Does the new card have any fees I should know about?**

Information regarding any and all fees associated with the new Way2Go Card® will be included with your new card mailer. This information is also available online at <https://des.az.gov/epc-transition>.

**Who do I contact for any disputes or questions about the balance on my cards?**

Call the Way2Go provider toll-free at 833-915-4041 or by direct international dial at 214-210-2249.

**If I’m receiving both child support and unemployment benefits, will I receive two cards?**

No. If you are receiving both unemployment benefits and child support payments, your new Way2Go card will be used for both payments.

**What do I do if I don’t want to receive my deposits on an EPC anymore and want to set up Direct Deposit?**

**For Child Support Payments**: Use the [Electronic Payment Authorization Form](https://des.az.gov/sites/default/files/legacy/dl/CSE-1129A.pdf?time=1626802925515) to sign up, stop, or change your direct deposit.

**How long is the Way2Go EPC valid for?**

The Way2Go EPC is valid for 5 years.

**What are the benefits of my new Way2Go card?**

You will be able to set up account alerts to receive through email, text or phone for:

* Account information including deposit notification, low balance, and scheduled balance notifications
* Transaction information including transactions that exceed set dollar amounts
* Card information including replacement tracking and expiration
* Security including password reset reminders and updates made to Way2Go Portal accounts

You can use your card wherever Mastercard is accepted throughout the United States and worldwide

You can access your funds through:

* Comerica Bank, Allpoint and MoneyPass ATM networks
* All Mastercard bank and credit union teller locations
* Over 170,000 point-of-sale (POS) store locations for cash-back with purchases fee-free

You can pay-at-the-pump to purchase gas without going inside the station.

The card fees are reduced for card replacements including expedited replacements.

The new card is EMV/chip-enabled for more robust security.

There is a web portal and mobile app you can use to:

* Find ATM Locations and participating bank locations
* Pay bills online
* View card fees (ATM, Teller, Foreign)
* View your balance inquiry and transaction details
* Contact Customer Service