

Florida



Enjoy the Benefits of Your Florida Visa® Debit Card

Customer Service

Call 1-888-898-3584 (toll free)
24 hours a day / 7 days a week

Do Not Throw this Card Away!

Important ATM Safety Tips

- Be aware of your surroundings at all times.
- Exercise extra caution at night. Whenever possible, bring a friend.
- Always take your receipts or transaction records with you.
- Refrain from displaying cash, and put it away as soon as the transaction is completed. Wait to count your cash until you are in the safety of a locked enclosure, such as a car or home.
- Report all crimes immediately to the operator of the ATM and to local law enforcement.
- Watch for suspicious persons or activity around the ATM. If you notice anything out of the ordinary, come back later or use another ATM elsewhere. If you observe suspicious persons or circumstances, do not use the machine at that time. If you are in the middle of a transaction, cancel the transaction, take your card and leave the area and come back at another time or use an ATM at another location.

Receipt of this Visa Debit Card does not guarantee that you meet unemployment eligibility criteria established by the State of Florida Department of Economic Opportunity (DEO), or that you will receive unemployment payments on the card.

Cost to You for Certain Transactions

- There are no monthly fees for managing your funds.
- You are allowed unlimited free ATM cash withdrawals at “in-network” ATMs. “In-network” is defined as Wells Fargo Bank ATMs and MoneyPass ATM network locations.
- Refer to the enclosed fee table for additional details.

ATM Surcharge Fees

Some bank ATMs will apply an additional fee called a surcharge to use their ATM. You can avoid this fee by looking for these logos:



Always read the ATM messages carefully. You can cancel if you wish to avoid the fee or press enter and pay the fee.

Activate Your Visa Debit Card Right Away

- Select your Personal Identification Number (PIN) by calling the toll-free number (1-888-898-3584):
 - Enter your card number when prompted.
 - Enter the last four digits of your Social Security Number.
 - Enter your date of birth, MMDDYYYY. (Example: 10011960).
 - Select a four digit PIN. Enter it a second time to verify.
- Remember your PIN! You must have your PIN to use your card.
- Sign your name in ink on the back of your card.
- Read the enclosed Disclosure Statement to know your rights and responsibilities as a cardholder.
- Funds will not be available on your card until you are eligible to receive benefits and you have selected your PIN.

How to Avoid Fees

- Get cash at your grocery store or local merchant. Most retail department stores and grocers give cash back with your purchases.
- If you prefer to use an ATM for your cash access, choose an ATM that does not impose a surcharge for the transaction.
- Check your account balance by using the Web. Save time and enjoy the convenience of using the website to check your balance, validate the transactions posted to your account and track your purchases.

Card Expiration Date

- Save your card.
- Your card is valid for three years. If you become eligible for additional payments within the three-year period, you will not receive a new card.

Replacement Card—You Must Select Your PIN Again

- Choose the same PIN or enter a new one.
- Be sure to destroy your old card. It will no longer work.

Free Notification of Deposits by Phone or Email:

- With your debit card, you may choose to receive automated notification of your deposits. You must make contact through the EPPIC IVR (automated phone system) at 1-888-898-3584 or the Web site listed below to activate this notification process.

Visit our Web site at www.EPPICard.com or www.floridajobs.org for additional information.