

North Carolina

IMPORTANT INFORMATION ABOUT YOUR UNEMPLOYMENT INSURANCE BENEFITS



The North Carolina Department of Commerce Division of Employment Security (DES) has fully implemented the new MasterCard® debit card program as an electronic option for receiving your unemployment insurance benefits. Our records indicate that you previously selected the MasterCard® card payment option.

Your new application has been processed and you have the option to receive benefits again by using the Debit MasterCard® Card that was issued to you on your previous unemployment insurance claim. Unless we hear from you, we will deposit the new benefits to the existing personal card account. This account is open and available to receive your funds. Remember, you still have the option to switch to direct deposit, if you wish to do so.

If you choose to continue receiving benefits on your MasterCard® debit card, the deposits will be available immediately when your new eligibility is determined. You will not be able to use the card until funds have been deposited to your account. The debit card option provides a fast, convenient, and secure method of receiving unemployment insurance benefits.

ACTIONS YOU NEED TO TAKE FOR RECEIVING YOUR NEW PAYMENTS on your existing debit MasterCard® Card account:

- Since you stored your debit card in a secure place, locate the card and confirm you have the card in hand. You are ready to access your funds.
- If you do not find your card, call our toll free number at 1-866-461-4096 to speak with an operator. If you do not have your card number, wait on the line until prompted to be transferred to a customer service representative.
- Tell the operator that you are newly eligible for benefits this year and that you need to have a replacement card to access your funds.
- Inform the operator that you understand that there will be no charge for reissuing the new card for this year's benefits.
- If you wish to expedite your card's delivery, there will be a \$15 charge for this service.

BENEFITS TO YOU associated with the Debit MasterCard® Card:

- No cost to you for a bank account.
- Use the card at thousands of locations, anywhere MasterCard® debit cards are accepted.
- Use it to make purchases or to get cash back.
- Balance and account information available 24 hours a day, 7 days a week.

To Chose the Direct Deposit Option:

1. Locate the Direct Deposit enrollment form that was mailed to you or download the form from our website at www.ncesc.com.
2. Complete the enrollment form and mail it to the DES address printed on the form.
3. Enrollment takes approximately 4 days from DES' receipt of the completed enrollment form.