



Photos courtesy of the North Carolina Division of Tourism. www.visitnc.com

IMPORTANT INFORMATION ABOUT YOUR UNEMPLOYMENT INSURANCE BENEFITS

The North Carolina Department of Commerce Division of Employment Security (DES) is offering two options for receiving unemployment insurance benefits. You have the option to receive benefits either by Direct Deposit or by the new **North Carolina Debit MasterCard® Card**.

- Both options provide fast, convenient, and secure methods of receiving unemployment insurance benefits.
- Direct Deposit allows clients who have bank accounts to have their unemployment insurance benefits directly deposited into their account.

BENEFITS TO YOU associated with using Direct Deposit or the new Debit MasterCard Card:

- No waiting for checks to come in the mail
- No check cashing fees
- No lost or stolen checks
- No waiting for the deposits to clear the bank

ADDITIONAL BENEFITS TO YOU associated with the Debit MasterCard Card:



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

NEXT STEPS

For 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 four (4) days from receipt of the completed form.

For the Direct Deposit Option:

1. You are pre-enrolled, so there is no need to take any action. Your card will be mailed to you automatically.
2. Once you receive your card, activate it by calling the Customer Service Center at 1-866-461-4096. You may not use the card until funds have been deposited into your account.
3. If your address has changed, please contact DES or login to our website at www.ncesc.com to update your address.