

About the New Mexico Unemployment Insurance Visa® Debit Card

Now receiving your unemployment insurance benefit payments will be faster, easier, and more secure.

The State of New Mexico Visa Debit Card is a smart way to receive your unemployment insurance benefits. This is a prepaid debit card, with funds limited to the amount of your benefit payments. The payments go directly to your Card and can be used like cash.

- Benefit payments will be directly deposited to your Card.
- More secure than carrying cash. Zero liability. If your card is **lost or stolen**, you will be reimbursed for any promptly-reported unauthorized card transactions, subject to certain terms and conditions set forth in the New Mexico Visa Debit Card Terms of Use.

State of New Mexico Visa Debit Card

The New Mexico Department of Workforce Solutions will provide you with a State of New Mexico Visa Debit Card.

Unemployment insurance benefit payments will only be deposited in your Card if you are deemed eligible for benefits.

You also have the option to directly deposit your unemployment insurance benefit payments to a traditional bank account.

Please continue to file your weekly certification for benefits. If you are an existing claimant, for weekly certifications, or for customer service inquiries, please contact us at 1-877-NM-4-MYUI (1-877-664-6984) or visit: www.dws.state.nm.us.

Purchase convenience

The State of New Mexico Visa Debit Card can be used anywhere Visa debit cards are accepted—in stores, online, and for mail and phone purchases. There are no fees when you use your card for a purchase from a merchant. Many

grocery and convenience stores also offer cash back, without a fee, when you make a purchase. This one-stop convenience will allow you to avoid fees for accessing cash.

Cash withdrawals from an ATM or at banks that accept Visa cards

In addition to getting cash back with a purchase, you can get cash from ATMs and from tellers at banks that accept Visa cards. Fees may apply for these types of withdrawals; however, fees can be avoided with careful use of your card.

- Wells Fargo Bank ATMs in the U.S.—You are allowed one (1) waived ATM cash withdrawal at Wells Fargo Bank ATMs, per weekly deposit, OR one (1) waived ATM cash withdrawal each month at Wells Fargo Bank ATMs if you do not receive a deposit.
- Bank teller cash withdrawals at banks that accept Visa cards—No fee for one (1) withdrawal per weekly deposit; \$10 for each additional withdrawal.
- Non-Wells Fargo Bank ATMs—\$1.50 fee for all withdrawals, plus any convenience fee or surcharge fee the ATM owner may charge.

The complete Schedule of Fees appears below.

Remember, funds are limited to the amount of your unemployment insurance benefit payments and are deducted for every purchase or withdrawal, so keep track of your balance. A week is defined as Monday through Sunday. Check your balance at www.EPPICard.com or by calling our Customer Service Number at 1-866-898-2213. Transaction and service fees may apply for balance inquiries, please see Schedule of Fees below.

Everyday Purchasing Power

Use your card anywhere Visa® debit cards are accepted:

- Grocery stores
- Medical offices
- Retail stores
- Restaurants



The New Mexico Visa Debit Card is issued by Wells Fargo Bank, N.A. pursuant to a license from Visa U.S.A. Inc.

Fee Table Footnotes:

¹ ATM owners may impose an additional "convenience fee" or "surcharge fee" for certain ATM transactions (a sign should be posted at the ATM to indicate additional fees); however, you will not be charged any additional convenience or surcharge fee at a Wells Fargo Bank ATM. An ATM Transaction Decline occurs when you request an amount greater than your balance or you incorrectly enter your PIN more than four (4) times. A Wells Fargo Bank ATM means an ATM that prominently displays the Wells Fargo Bank name and logo. Balance inquiries may not be available at all ATMs outside the U.S.

² For calls made to customer service from outside the U.S.

³ All cash transfers must be initiated through the State of New Mexico Debit Card Customer Service Center IVR (1-866-898-2213).

Schedule of Fees

Purchase Transactions		Other Service Fees		Other Service Fees	
Purchase at Visa merchants (signed or using PIN)	No fee	Automated Customer Service Inquiry	1 waived fee each weekly deposit, \$0.50 thereafter	Bank Teller Cash Access	1 waived fee each weekly deposit, \$10.00 thereafter • Must be used by 12:01 a.m. MST each Monday of the calendar month
Online, phone, mail purchases	No fee	Live Customer Service Inquiry	2 waived fees each month, \$1.50 for each additional call	Card Replacement Domestic	1 waived fee per year, \$15.00 thereafter
ATM Transactions ¹		International Customer Service Inquiry ²	1 waived fee each month, \$5.00 for each additional call	Card Replacement—Express Delivery (additional charge)	\$15.00
Wells Fargo Bank ATM Withdrawal Domestic • One (1) waived fee each weekly deposit, or • One (1) waived fee each calendar month if you do not receive a deposit	\$1.50 for each thereafter	Online Card Information	No fee	Card Replacement International	Quote provided at time of request, as price varies by country
Non-Wells Fargo Bank Withdrawal Domestic	\$1.50	PIN Changes	No fee	International Transaction Fee—added to all transactions	2% of U.S. dollar amount of transaction
ATM Withdrawal International (all ATMs)	\$3.50	Cash Transfer via Phone (IVR) Domestic ³	\$15.00		
ATM Balance Inquiries (all ATMs)	No fee				
ATM Transaction Decline (all ATMs)	1 waived fee each weekly deposit, \$0.50 thereafter				

Note: For any questions related to the above fee schedule, please call the State of New Mexico Debit Card Customer Service at 1.866.898.2213. For any questions regarding your unemployment insurance benefits please, contact the New Mexico Department of Workforce Solutions at 1-877-664-6984. There is no charge for a Customer Service call to report a lost or stolen card.