



FOR IMMEDIATE RELEASE

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Unemployment Insurance Customer Service

www.iowaworkforcedevelopment.gov

1-866-239-0843 - uiclaimshelp@iwd.iowa.gov

Iowa Workforce Development Announces Some Claimants May Not Have Received New Unemployment Insurance Debit Card

DES MOINES - Iowa Workforce Development announced today that some claimants who have elected to receive unemployment insurance benefits on a debit card, may not have received a new U.S. Bank ReliaCard®.

On January 27, 2021, Iowa Workforce Development transitioned from Bank of America debit cards to the U.S. Bank ReliaCard and most claimants have received their new card and deposits. However, Iowa Workforce Development became aware last night that some claimants' payments were being returned to the agency. Iowa Workforce Development identified the cause of the problem as an incorrect data file the agency provided to U.S. Bank which resulted in not all necessary cards being issued to claimants. The error has now been corrected and Iowa Workforce Development is working closely with U.S. Bank to expedite the process of issuing and delivering new debit cards to any claimants who have not yet received a new card.

Claimants who have not received a U.S. Bank ReliaCard can go online now to expedite receipt of a new card. Claimants can simply log into their weekly claim application at: <http://uiclaims.iwd.iowa.gov/weeklyclaims> and select the "View/Update Payment Method" option on the left side of the page. If claimants want to continue receiving unemployment insurance benefits by debit card, they can make that selection, and a U.S. Bank ReliaCard will be mailed to them overnight after produced by U.S. Bank. The card will arrive in a plain, white envelope and must be activated prior to use. Claimants can also change their preferred payment method to direct deposit to a checking or savings account. Additional information on payment options is available at: <https://www.iowaworkforcedevelopment.gov/payment-options>

Iowa Workforce Development's goal is to contact all affected customers who do not go online to make an election, by telephone to assist in obtaining a debit card or elect direct deposit to a checking or savings account. Claimants will be advised that direct deposit will speed payment of benefits. Claimants can also call Iowa Workforce Development directly for assistance at: 866-239-0843

Claimants who have not yet received a U.S. Bank ReliaCard and wish to receive payments by that method must make a payment election online or by telephone no later than January 31, 2021 to be issued payments without further delay. Please call us, answer our calls, or visit our website as soon as possible.

Please be aware that remaining unemployment insurance benefit balances on Bank of America Debit Cards will not transfer to the U.S. Bank ReliaCards, however, they did not expire and will remain available until exhausted. The U.S. Bank ReliaCard can be used for purchases, bill payment, and cash withdrawals from anywhere that Visa® Debit Cards are accepted.

For more information, please visit the Iowa Workforce Development website at www.iowaworkforcedevelopment.gov.

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Auxiliary aids and services are available upon request for individuals with disabilities.

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