



## **DES to Transition to New Electronic Payment Card Provider for Unemployment Insurance and Child Support Payments**

**PHOENIX - (August 9, 2021)** The State of Arizona is transitioning to a new provider for Electronic Payment Card (EPC) services for Unemployment Insurance and Child Support payments. The Arizona Department of Economic Security (DES) today announced it will transition EPC services from Bank of America Visa® Cards to a Way2Go Card® Prepaid Mastercard® issued by Comerica, beginning September 23, 2021.

The new Way2Go Card® will be mailed to existing Unemployment Insurance (UI) claimants and Child Support clients no later than September 23, 2021. All payments thereafter will automatically be deposited to the new Way2Go Card®. Pandemic Unemployment Assistance (PUA) claimants who do not already have an EPC but will need one after September 26, 2021, will receive a Way2Go Card®.

***Individuals who have remaining funds on their Bank of America Visa® Card will continue to have full access to those funds through December 31, 2021.***

### **Keep Your Information Up to Date**

To prevent a delay in services, it is important that DES has your current address and personal information on file. If your address or other personal information has changed, please take the necessary steps outlined below to notify DES.

- **Unemployment Insurance**  
Contact the UI Call Center **immediately** at (877) 600-2722 if your mailing address or contact information has changed.
- **Child Support Services**  
Review your information and make changes in the [AZ Child Support Portal](#). If you are unable to make changes in the portal or need additional assistance, contact the Child Support Customer Service Center at 1-800-882-4151.

- **Clerk of Court Child Support**

[Contact the Clerk of Court](#) for the county in which you reside for instructions on how to update your address and other information.

All address changes you make with DES or the Clerk of Court **must** also be made with Bank of America while you are using the Bank of America Visa® Card.

### **Establishing Direct Deposit**

If you would like to receive payments via direct deposit, please complete the following:

- **For Unemployment Insurance:**

Complete the [Agreement for Direct Deposit Form](#)

- **For Child Support Payments:**

Use the [Electronic Payment Authorization Form](#) to sign up, stop, or change your direct deposit.

Additional details regarding the transition can be found on our website at [des.az.gov/epc-transition](http://des.az.gov/epc-transition).

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