

Debit Cards for Unemployment Insurance Benefits Will Soon Have New Look

WETHERSFIELD, May 19, 2017 – The Connecticut Department of Labor has notified individuals opting to receive unemployment insurance benefits on a debit card that a new KeyBank card will replace the one currently issued by Chase Bank.

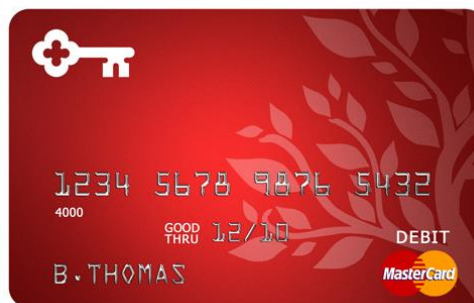
The transition, set to begin the end of May, is being made because JPMorgan Chase is discontinuing its prepaid card program. Once the red-colored Key2Benefits debit card has been issued to a claimant, any unemployment benefits an individual is entitled to will be placed on the new card. However, in its letter sent to all claimants, the agency notes that they should continue to use the Chase debit card until there is no balance left. Any funds remaining on the Chase debit card cannot be transferred to the new KeyBank card.

While debit card holders will not see any changes in how benefits are deposited to the card, several new features include free ATM balance inquiries at specified banks, free mailed statements, and unlimited free calls to KeyBank’s customer service center.

“Although the majority of our customers filing for benefits prefer direct deposit to their savings or checking account, debit cards issued through our bank vendor are always an option,” notes State Labor Commissioner Scott D. Jackson. “However, claimants wanting to switch to direct deposit can do this at any time by visiting our secure website at www.fileCTUI.com.”

Claimants making the switch to direct deposit must select the green button/message box on the website and after logging in can access the payment method option and provide the necessary banking information. Those seeking additional information about the KeyBank debit card can access a “Frequently Asked Questions” site at <http://www.ctdol.state.ct.us/DirectBenefits/transitionkey.html>.

A rendering of the new debit card



Media Contact: Nancy Steffens, Communications Director

200 Folly Brook Boulevard, Wethersfield, CT 06109-1114

Phone: (860) 263-6535 – Fax: (860) 263-6536 – www.ct.gov/dol

An Equal Opportunity/Affirmative Action Employer



MEDIA RELEASE

CT Department of Labor *Communications Office*

Commissioner Scott D. Jackson

-2-