

## CURRENT CARD



## GET CARD



## ACTIVATE



## USE NEW CARD



# NEWS: YOUR DEBIT CARD IS ABOUT TO CHANGE

### How is the debit card changing?

The card that unemployment insurance benefits are delivered on is going to change. The current red debit MasterCard from Chase will be replaced by a new **blue debit card** from **KeyBank**.

### When will I receive my new card?

The new **KeyBank** debit card will arrive by mail in June. It will come with information about how to activate the card. If you have moved in the last 12 months and have not updated your address, please log into your account at [www.ides.illinois.gov](http://www.ides.illinois.gov) and update your address. If you need help, call IDES at **800-244-5631**. If IDES does not have your current address, your benefit payments may be interrupted.

### How soon can I begin to use the new card?

You can begin to use your new **KeyBank** debit card in July. Until then, you can continue to use your current red debit MasterCard.

### Will the new card work differently than the card I have now?

Basically, the new card will work the same as your existing card. The color and the name of the card will change, but it can be used at all of the locations you currently go to. Specific details about the new debit card will be sent with the new card in June.

### Will the new card affect my unemployment benefits?

The new card will not affect your unemployment benefits. However, there may be a delay in receiving your card if IDES does not have your current address on file. If you have moved in the last twelve months and have not updated your address, please log into your account at [www.ides.illinois.gov](http://www.ides.illinois.gov) and update your address.

### What will happen to my current debit card?

After June 30, no benefits will be deposited on the red debit MasterCard from Chase. You can continue to use the red debit MasterCard until all funds are spent.

### What will happen to any money I have left on my current card?

Money on your red debit MasterCard from Chase will not be transferred to the new **KeyBank** debit card. Spend your red debit MasterCard balance to zero.

### What if I make automatic payments from the old card?

If you have a recurring payment set to be charged to your red debit MasterCard, the recurring payment can continue until the balance on the red debit MasterCard is zero. Then the recurring payment should be redirected to the new **KeyBank** debit card.

### What should I do if I do not receive a new card?

If you do not receive a new card by **July 1**, please call IDES at **800-244-5631**.

### Who should I contact if I lose or misplace a card?

Red Debit MasterCard: 866-728-2167

KeyBank Debit Card: 866-295-2955

For help with address updates and benefit questions call IDES: 800-244-5631 (TTY 866-488-4016)

