



News Release

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DES introduces the new Arizona Electronic Pay Card

PHOENIX – The Department of Economic Security (DES) announced today a change in the bank servicer for Electronic Pay Cards (EPC) to Bank of America from the current card provider. The cards are utilized by eligible individuals who receive child support payments or unemployment insurance (UI) benefits and opt against direct deposit services. The change will become effective October 1, 2013.

The new Bank of America cards will arrive in the mail in mid-September. To receive a new EPC card, current recipients must have a current address on file with DES. The Bank of America EPC works like the current pay card and can be used everywhere Visa® debit cards are accepted, as well as at Bank of America and Allpoint ATMs in Arizona and across the country.

For individuals who receive child support payments and UI benefits, the EPC will include both payments. For clients who received a new EPC card in the mail, payments and benefits will be automatically deposited onto the new EPC cards beginning October 1, 2013.

It is critical that current recipients keep DES informed of current mailing addresses at all times. For questions regarding **child support**, please contact the Division of Child Support Services Customer Service online at https://www.azdes.gov/az_child_support/contact.aspx or by phone at (602) 252-4045 or toll-free at 1 (800) 882-4151.

For **Unemployment Insurance**, Arizona law requires that DES be informed of current mailing addresses. To change personal information, residents are asked to download and complete the Name and Address Change Request form (<https://www.azdes.gov/main.aspx?menu=317&id=4060>) and mail it to the Unemployment Insurance Administration at P.O. Box 29225, Phoenix, AZ 85038. For further questions, please contact Arizona Unemployment Insurance Call Centers toll-free at 1 (877) 600-2722, the Phoenix office at (602) 364-2722, the Tucson office at (520) 791-2722 or TDD at 1 (877) 877-6226. Scheduled days for UI claimants are based on the last digit of the claimant’s social security number. The schedule is below:

If your Social Security Number ends with:	
1, 2 or 3	calls are accepted on Monday
4, 5 or 6	calls are accepted on Tuesday
7, 8 or 9	calls are accepted on Wednesday
0	calls are accepted on Thursdays
	Friday is open for all regardless of your Social Security Number
Calls can only be accepted as shown above. If your assigned day falls on a holiday, your call-in day moves to Friday.	