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Review of the New Pennsylvania Debit Card Program for Consumer and Legal Aid Advocates

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Agenda



1. Review of payment options available for unemployment and workers' compensation.
2. Review of changes to the PA Debit Card Program.
3. Review of PA Treasury's outreach to cardholders and key transition dates.
4. How you can help and the messages that we ask for your help with sending to cardholders.
5. Discussion/Questions.

Review of Payment Options



- When an individual files for unemployment compensation (UC) or workers' compensation (WC) in PA, he/she is provided with options on how to receive his/her benefits:
 - UC – direct deposit or debit card.
 - WC – direct deposit, debit card, or paper check.
- While the Commonwealth requires electronic payments, it does not have a preference between direct deposit or debit card, and it does not have a financial interest in the debit card program.

Review of Payment Options, cont.



Direct deposit and debit cards each have their benefits:

- Direct Deposit:
 - Clients may have a preexisting bank account and personal relationship with a banker.
 - Joint accounts (cannot have two debit cards).
 - Potentially easier-to-identify bank branches.
 - Immediate deposit to an interest-bearing account.

Review of Payment Options, cont.



- Debit Card:
 - Provides mode of benefit disbursement for clients without a banking relationship.
 - Statewide and nationwide free ATM access (many banks are regional).
 - Clients can take advantage of PA Treasury's purchasing power and have an assurance that the bank will not change their fee schedule.
 - Clients avoid the bank misleading them into "opting in" to "overdraft protection," i.e., allowing overdraft fees.
 - Clients may be better protected from debt collectors and garnishments.

Review of Changes



The changes that PA Treasury secured will save cardholders an estimated **\$5.2 million per year** in transaction fees. How:

1. A 25% increase in the number of in-network ATMs in PA where cardholders can now get unlimited free ATM withdrawals (over 3,200 ATMs in PA).
2. Cardholders now have unlimited free access to telephone customer service.
3. Unlimited free balance inquiries at any ATM.
4. Unlimited free balance transfers to a personal account.

Review of Changes, cont.



Treasury also made significant improvements to the program that are less quantifiable, but offer savings and convenience to cardholders.

1. Free unlimited bill pay.
2. A first in the nation consolidated ATM locator website and ATM mobile locator application.
3. Increased services for non-English speakers.

Review of Changes, cont.



	Current ACS/Xerox Card Issued by Comerica	New Chase Card
Card Image		
Program Website	www.EPPICard.com	www.ucard.chase.com
Cardholder Customer Svc. Phone Number	877-406-8257	866-586-1706
In-Network ATMs	PNC Bank & MoneyPass	Chase, Allpoint, MoneyPass, Sovereign Bank, Susquehanna Bank, and First National Bank of Pennsylvania
Number of In-Network ATMs in PA	Approx. 2,600	Approx. 3,200

Review of Changes, cont.



	Current ACS/Xerox Card	New Chase Card
In-Network ATM Withdrawals	3 free <u>per deposit</u> (1 free <u>per month</u> if deposit is not received during the month)	Unlimited Free
In-Network ATM Balance Inquiries	Unlimited Free	Unlimited Free
Out-of-Network ATM Withdrawals	\$1.75 each (no surcharges at Alliance One Network)	\$1.25 each after 2 free per month (surcharges may also apply)
Out-of-Network ATM Balance Inquiries	\$0.40 each	Unlimited Free
Customer Service Calls	7 free per month; \$0.45 each additional call	Unlimited Free
Online Bill Pay	not available	Unlimited Free
Electronic Fund Transfers to a Personal Account	\$1.50 each	Unlimited Free
Replacement Card	1 free per year; \$4.00 each additional replacement	1 free per year; \$5.00 each additional replacement
Expedited Replacement Card	\$12.00	\$15.00
Inactivity Fee	\$1.00 after 14 months of inactivity	\$1.50 after 14 months of inactivity (Cardholders will be notified before inactivity fees are imposed)
International ATM Withdrawals	\$3.00 each plus 2% of the transaction amount	3% of the transaction amount
International POS Transactions	2% of the transaction amount	3% of the transaction amount

PA Treasury Outreach



To our knowledge, only two states have transitioned existing debit card programs. We have spoken with these states, and Chase, to learn how they would have transitioned their programs if given the opportunity to do so again.

Treasury's outreach includes:

- Two notification mailers prior to delivery of new cards.
- Up to three phone calls – one from the State Treasurer.
- Creation of the website www.debitcard.patresury.gov.
- Press outreach at program launch and again in March.
- Outreach to advocacy groups in PA.
- Early activation of telephone customer support.

Key Transition Dates



- Public Announcement – 1/24
- 1st Notice of Transition Mailer – 2/1
- 2nd Notice of Transition Mailer – 2/15
- Transition Claimant Enrollment – 2/22
- 1st Outbound Call Campaign (PA Treasurer) – 2/26
- Newly Filed Claim Enrollment w/ Chase – 3/1
- All Cards Mailed by Chase – 2/26 to 3/11
- 2nd Outbound Call Campaign (non-activated cards) – 3/11
- 3rd Outbound Call Campaign (non-activated cards) – 3/13
- 1st Card Funding to the Chase Card – 3/15

How you can help



While Treasury has engaged/will be engaging in an outreach campaign, your clients may better absorb the messages if they also come from you.

Are you able to reach out to PA Claimants to notify them of the transition and communicate the key messages via your:

- Staff and client advocates.
- Press contacts.
- Free methods – website, email, blog, Facebook, Twitter, Google Plus.

Key Messages for Clients

- Confirm your address with Labor & Industry and change if necessary. If your address is incorrect, you may not receive a card and your payments may be interrupted.
- Activate your new card as soon as you receive it.
- Do not throw your old card away. It will be good after March 15th.
- Check your balance and promptly exhaust the funds on your old card – the accounts may be closed at some point in the future (explain why).
- Use in-network ATMs – they're free! (Discuss PA and CA research. Discuss ATM mobile app.)

Discussion/Questions



- We appreciate the work that you do on behalf of the unemployed.
- If you have any questions, please contact:
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