Dear Claimant,

You are receiving this message because you opted to receive your unemployment insurance payments from the Kentucky Office of Unemployment Insurance through a Bank of America debit card.

We are writing to inform you that Bank of America will no longer load unemployment funds on those cards after January 31, 2021.

Claimants who currently have a debit card as their method of payment can switch to direct deposit by logging in to their account online and adding a bank account number any time prior to that date. You can find the link on the home screen.

On February 1, 2021, if no changes have been made to the payment method on your unemployment insurance account, you will be automatically switched to receive benefits by paper check.

Funds that remain on debit cards will only be available for use until February 28, 2021. After that time, Bank of America will return all funds to the Office of Unemployment Insurance for redeposit. The deposit and re-issuance of funds by check will take time to process. During that time you will not have access to your money so it is very important to use or withdraw those funds before the deadline.

If you plan to receive paper checks, please verify that the Office of Unemployment Insurance has the correct address for you on file.

Thank you for your immediate attention to this matter.

How to Sign Up for Direct Deposit

**If you would like to sign up for direct deposit for your unemployment benefits, below are instructions you can follow.

Things you will need:
1. Routing number to bank
2. Checking or savings account number

STEP 1: Go to www.kewes.ky.gov (you will see a page that looks like this)

STEP 2: Click on Unemployment Benefits-Internet Claim Filing (under the word Claimant (which is in red) a new browser /page will open up.

STEP 3: When the new page opens up scroll down until you see **I AGREE** at the bottom of the page. Click **I AGREE.**

STEP 4: A new browser/ page will open up again and you will be asked to enter your **USER ID** (which is your ssn (**no dashes**)) and your **PIN** (4-digit pin created when you established your unemployment claim). Enter your SSN & PIN and then click **SUBMIT.**

STEP 5: Once you have completed **STEP 4** the page will open up and look like this...

STEP 5 CONTINUED: As you can see your name is at the top and you have several options on the screen. The option needed to sign up for direct deposit is **PAYMENT METHOD** (which is in blue). Click on **PAYMENT METHOD** and follow the remaining steps as prompted.

KENTUCKY RESIDENTS ONLY: If you have any questions, concerns or issues with your claim, please call the UI Assistance Line at 502-564-2900 when recording comes on choose option 5, then option 6.

If you **DO NOT** live in Kentucky **(NON RESIDENTS)** and you have any questions, concerns or issues with your claim you will need to contact the Interstate Department at 502-564-2384.