

EPC Transition FAQs

FAQs for Clients

Why is my EPC changing from Bank of America to Comerica Bank?

The State of Arizona is transitioning to a new contract for Electronic Payment Card (EPC) services, as Bank of America is no longer providing payment services for government entities. The Arizona Department of Economic Security (DES) will soon be replacing your Bank of America Visa® Card with the **Way2Go Card®** Prepaid Mastercard® issued by Comerica.

When should I expect my new Way2Go Card to be mailed to me?

The new Way2Go cards will be mailed between August 25, 2021 and September 23, 2021.

When will the deposits stop on the old Bank of America card?

Deposits to Bank of America cards will stop as of September 23, 2021.

How long will I have to spend the funds on my Bank of America card?

You will have **full** use of your card until December 31, 2021.

After December 31, 2021, you will have limited use of your Bank of America card until February 28, 2022. During the limited use period you will:

- Not be able to use your card at ATM's or point-of-sale for cash-back with purchases.
- Be able to transfer funds to another bank account using the www.bankofamerica.com/azdesEPC website or the Bank of America Prepaid Mobile App.
- Be able to call Bank of America to request a check to be mailed (allow 10 days to receive) or Western Union emergency cash transfer (allow 24 hours to receive).

After the limited use period ends February 28, 2022, your Bank of America account will be closed. Any remaining funds will stay on your card until you call Bank of America to request a paper check to be mailed. If there are any funds remaining after three years, the escheatment process will apply, and you will need to follow the Department of Revenue (DOR) process for unclaimed property.

When will deposits start on the new Way2Go card?

Deposits to the Way2Go card will start September 23, 2021.

What would I do if I did not receive my new card in the mail?

If you did not receive your card by September 23, 2021, we may not have your current address. Contact us at:

- For Unemployment Insurance (UI) and Pandemic Unemployment Assistance (PUA):
UI Call Center 1-877-600-2722
- For DCSS Child Support:

You can review your information and make changes in the AZ Child Support Portal at:

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<https://dcssprod.azdes.gov/dcss/edcss/siteuser/index.jsf>

If you are unable to make changes in the portal or need additional assistance, you can contact the DCSS Customer Service Center at 1-800-882-4151

- For Clerk of Court Child Support:

Contact your Clerk of Court for instructions:

<https://www.azcourts.gov/selfservicecenter/Superior-Court-Clerks-of-the-Court>

What would I do if I was unable to activate my new Way2Go card?

Call:

Toll Free Number 833-915-4041

Direct International Dial 214-210-2249

What is the fee schedule for my new card?

View [Way2Go Card® fee schedule](#).

Who do I contact for any disputes or questions about the balance on my cards?

Call:

Toll Free Number 833-915-4041

Direct International Dial 214-210-2249

What do I do if I don't want to receive my deposits on an EPC anymore and want to set up Direct Deposit?

- For Unemployment Insurance: Complete the [Agreement for Direct Deposit Form](#)
- For Child Support Payments: Use the [Electronic Payment Authorization Form](#) to sign up, stop, or change your direct deposit.

How can I update my address?

You will need to contact us to update your address for your EPC account. Contact us at:

- For Unemployment Insurance (UI) and Pandemic Unemployment Assistance (PUA):
UI Call Center 1-877-600-2722
- For DCSS Child Support:

You can review your information and make changes in the AZ Child Support Portal at:

<https://dcssprod.azdes.gov/dcss/edcss/siteuser/index.jsf>

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Contact your Clerk of Court for instructions:

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What are the benefits of my new Way2Go card?

- You will be able to set up account alerts to receive through email, text or phone for:
 - Account information including deposit notification, low balance, and scheduled balance notifications
 - Transaction information including transactions that exceed set dollar amounts
 - Card information including replacement tracking and expiration
 - Security including password reset reminders and updates made to Way2Go Portal accounts
- You can use your card wherever Mastercard is accepted throughout the United States and worldwide
- You can access your funds through:
 - Comerica Bank, Allpoint and MoneyPass ATM networks
 - All Mastercard bank and credit union teller locations
 - Over 170,000 point-of-sale (POS) store locations for cash-back with purchases fee-free
- You can pay-at-the-pump to purchase gas without going inside the station
- The card fees are reduced for card replacements including expedited replacements
- The new card is EMV/chip-enabled for more robust security
- There is a web portal and mobile app you can use to:
 - Find ATM Locations and participating bank locations
 - Transfer funds to another account
 - Pay bills online
 - View card fees (ATM, Teller, Foreign)
 - View your balance inquiry and transaction details
 - Contact Customer Service

If I am receiving both unemployment benefits and child support payments, will I receive two cards?

If you are receiving both unemployment benefits and child support payments, your new Way2Go® card will be used for both payments.