

Texas Workforce Press Release

FOR IMMEDIATE RELEASE

DATE: June 6, 2016

MEDIA CONTACT: Lisa Givens

PHONE: 512-463-8556

TWC Introduces Change to Unemployment Prepaid Debit Card

Chase debit card will be replaced with new U.S. Bank ReliaCard®

AUSTIN – The Texas Workforce Commission (TWC) announced that it will change providers for its unemployment benefits prepaid debit card from Chase Bank to U.S. Bank. The new U.S. Bank ReliaCard is a Visa® branded prepaid debit card that provides claimants with a fast, safe and easy way of receiving their unemployment benefits. The ReliaCard also features additional benefits such as a mobile app, email and text alerts, and a large number of free (in-network) ATMs.

U.S. Bank sent letters to all current TWC debit card claimants on May 24 about the upcoming debit card changes and explained how it will affect those receiving unemployment benefits. Beginning June 20, current unemployment claimants receiving benefits on a debit card will receive a ReliaCard in the mail from U.S. Bank.

“TWC will continue to provide our customers with efficient, cost-effective services while they search for employment,” said TWC Chairman Andres Alcantar.

The U.S. Bank prepaid debit card allows claimants to make purchases, get cash, and pay bills everywhere VISA is accepted. Funds are protected if the prepaid debit card is lost or stolen.

“Improving the TWC debit card system will allow unemployment claimants more time to focus their efforts on returning to the workforce,” said TWC Commissioner Representing Employers Ruth R. Hughs.

Claimants receiving benefits by direct deposit will not be affected by this change.

“TWC is dedicated to helping Texas workers with access to enhanced services for online unemployment benefits, seeking employment or improving job skills with training,” said TWC Commissioner Representing Labor Julian Alvarez.

Upon receiving the new ReliaCard, claimants will need to follow the instructions on the card carrier to activate their cards and contact ReliaCard customer service at 800-657-6343 or visit the website at www.usbankreliacard.com. Remaining balances on the Chase debit card WILL NOT transfer to the ReliaCard, so claimants should keep the Chase card and continue to use it until the balance reaches zero. Visit the TWC website for more information on [Receiving Benefit Payments by Debit Card](#).

-more-

Change to Unemployment Prepaid Debit Card

“The ReliaCard offers claimants a robust set of features focusing on security and convenience including 24/7 access to funds with no fee for domestic purchases, a large free ATM network, text and email alerts and online bill pay to name a few,” said Dave Smith, Senior Vice President of Prepaid Products at U.S. Bank.

For questions about unemployment benefits in Texas, including eligibility requirements, how to report earnings and appeal procedures, visit the TWC website at [Job Seekers & Employees Unemployment Benefits](#).

About U.S. Bank

Minneapolis-based U.S. Bancorp (“USB”), with \$429 billion in assets as of March 31, 2016, is the parent company of U.S. Bank National Association, the fifth largest commercial bank in the United States. The Company operates 3,129 banking offices in 25 states and 4,954 ATMs and provides a comprehensive line of banking, investment, mortgage, trust and payment services products to consumers, businesses and institutions. Visit U.S. Bancorp on the web at www.usbank.com.

####dhp

The Texas Workforce Commission is a state agency dedicated to helping Texas employers, workers and communities prosper economically. For details on TWC and the services it offers in coordination with its network of local workforce development boards, call 512-463-8942 or visit www.texasworkforce.org. To receive notifications about TWC programs and services subscribe to our [email updates](#).