## Florida Reemployment Assistance Application

The Florida Department of Economic Opportunity (DEO) encourages all Floridians who have lost their job as a result of COVID-19, to apply for Reemployment Assistance benefits. This is the paper application. Please type your information, print and mail in your application. However, DEO strongly encourages you to submit your application online at <a href="https://www.FloridaJobs.org/RAApplication">www.FloridaJobs.org/RAApplication</a>.

By submitting an application for Reemployment Assistance benefits through the online application, your claim will be processed faster. Please visit <a href="www.FloridaJobs.org/RAApplication">www.FloridaJobs.org/RAApplication</a> to apply for Reemployment Assistance benefits.

For more information, call 1-800-204-2418.

# DEPARTMENT OF ECONOMIC OPPORTUNITY REEMPLOYMENT ASSISTANCE APPLICATION FOR SERVICES

PLEASE ENTER YOUR INFORMATION IN THE FIELDS PROVIDED AND TYPE YOUR NAME TO SIGN THE FORM. Complete a Supplement for other employment you have had during the last 18 months. You can print the completed form and mail to the following address:

Florida Department of Economic Opportunity, P.O. Box 5350 Tallahassee, FL 32314-5350

1. Name: (First, Middle, Last) FOR OFFICE USE ONLY, DO NOT WRITE IN THE GRAY AREA BELOW 1a. Other Names Used During Employment FFF М D DATE М Date FILED 2. Local Mailing Address: CLAIM NEW ADD'L R/O REQUALIFY Street Address: Apt.# STATUS State: Zip: Residence County: TYPE: UC FE CWC OTHER 3. Telephone Number: Alternate phone number: MODS METHOD ISSUE: (check one) UCB-13 STDK 6. Height/Weight □ NO 4. Date of Birth: 5. Sex: Month Day Year ☐ YES - enter flag codes M ΠF LOCAL OFFICE FIPS RES. COUNTY WDB 7. (Statistical use only) Are you of Hispanic descent? Indicate your primary ethnic affiliation: IND W/S ERP MCS ☐ White (1) ☐ American Indian or ☐ Black or African American (2) Alaskan Native (4) IB4 STATE/FIPS CODE Asian (3) ☐ Hawaiian or Pacific Islander (5) ☐ Information not available (6) 8a. Identification (ID): Primary DOT Code: Driver's License #: State of Issuance: Mo. Exp. Secondary DOT Code: Mo. Exp. State Identification #: State of Issuance: Disaster Date: Announcement Documentation presented: Disaster #: FL Other ID #: Type of ID: TYPE: 8b. \*Social Security Number: (see Privacy Act Statement below) Secondary DOT 9. Check the number which corresponds to the highest grade you completed: Primary DOT Code: Mo Exp. Code: Mo. Exp. 1. Did not finish High School - Highest grade completed was:  $\square$ 1  $\square$ 2  $\square$ 3  $\square$ 4  $\square$ 5  $\square$ 6  $\square$ 7  $\square$ 8  $\square$ 9  $\square$ 10  $\square$ 11  $\square$ 12 10. Are you handicapped as defined in Section 504 of the 2. High School Diploma or GED Rehabilitation Act of 1973? ☐ YES 3. AA or Post Secondary Vocational/Technical Certificate of Completion 4. BS/BA □ 5. MS/MA 6. Doctorate **Definition:** A person is handicapped if he or she has a physical or mental impairment which substantially limits one or more major life activities; has a record of such impairment; or is regarded as having such impairment. NOTE: This information will be used for statistical purposes only; is requested on a voluntary basis; and will be kept confidential. 11. I am a citizen of the United States. □ YES NO If no, see p. 2 Alien Reg. #: If no, I am authorized to work in this country. □ YES Пио **Expiration Date:** US Citizen/Nationalized Lawfully Admitted Alien/Refugee 11a. Citizenship: 11b. If not fluent in English, what language do you prefer to use? ☐ Haitian Entrant Cuban Entrant Other 12. I hereby apply for the period beginning: 13. Employer ID # 14. Type Of Industry Employer: 15. Name of Most Recent Employer: **Employer's Street Address** Dates Worked: Occupation: FROM: TO: County State Zip Mο Day Year Mο Dav Year Supervisor's Name: County in which worked: Total Gross Earnings ☐ Hour Employer's Telephone Number: Salary Rate: ☐ Week Total Gross Earnings since \$ \$ Per ☐ Month Sunday of this week: Occupation or Title: ☐ Year

Enter your total period of employment with this employer:							
Employment Start Date:							
Employment End Date:							
1. Have you had multiple periods of new employment with this employer sin	nce 1/1/2019?	YE	ES	NO			
A. Were your total gross wages at least \$4675 during this period of en	nployment? Do	o not includ	de wages ea	rned after 4/5/20	)2.	YES	NO
B. Enter your gross wages with this employer for the total period of yo recent one year period). Do not include wages earned after 4/5/202		t entered a	above (if moi	re than one year,	, enter	gross earning	s for a
2. Are you considered working on-call for this employer?	YES	NO					
3. Did you work full time for this employer?	YES	NO					
4. Are you an officer of a corporation?	YES	NO					
If yes, the reason for separation for an officer of a corporation shall be or	onsidered a vo	oluntary qui	it per Florida	statues.			
5. Are you a sole proprietor, a partner in a partnership, or do you work for a family member who owns/operates a sole proprietorship and/or partnership at this company? YES NO							
6. Are you a school employee?	YES	NO					
<ol><li>Did you work for a private company and as part of your work did you pro a school bus, but you were not a school board employee.</li></ol>	vide services	to a school NO	l or other ed	ucational instituti	ion? Fo	or example, yo	ou drove

#### **Work Authorization Information**

If you indicated you are not a U.S. citizen

1. Which of the following work authorization cards or documents do you have? (select One)

I-55 (Permanent Resident Card)

I-766 (Employment Authorization Card)

I-551 (Temporary Language Machine Readable Immigrant Visa)

I-551 (Temporary Stamp on passport of K-94)

I-94 (Arrival/Departure Record)

I-94 (Arrival/Departure Record) in Unexpired Foreign Passport

I-327 (Reentry Permit)

I-571 (Refugee Travel Document)

I-20 (Certificate of Eligibility for Non-immigrant (F-1) Student Status)

DS2019 (Certificate of Eligibility for Exchange Visitor (J-1) Status)

Other Work Authorization Document

- 2. Your country of Origin:
- 3. Your passport number:
- 4. The country that issued your passport:
- 5. Your I-94 number:
- 6. Your I-551/I-766 number:
- 7. Your SEVIs ID number:

# DEPARTMENT OF ECONOMIC OPPORTUNITY REEMPLOYMENT ASSISTANCE APPLICATION FOR SERVICES

Reason for Separation:  Permanent Lay-off	COVID-19				
Temporary Lay-off	Leave of Absence	Tools/Equipment U	lsed:		
Quit or Voluntary Lay-off Working Reduced Hours Explain Reason for Separation:	☐ Discharged, Job Performance☐ Discharged, Other		to return to work When?	for this employer?	
		□ NO			
16. Are you currently employed, self-employed of	r have you been self-employed in	the past year?	YES	NO NO	
17. Is there any reason you cannot seek or acce			☐ YES	□NO	
17A. Have you refused any offer of work since y 18. Did you apply for or receive, or would you be		Mark "V" for Voc or "N"	YES YES	☐ NO	
☐ Any amount for loss of wages due to illness☐ Any type of private income protection insura☐	or disability?	Any amount of retireme Worker's compensation	nt pension or anr	nuity income?	
Any amount as supplemental unemploymen	t benefit?				
19. Have you received, or will you receive any of the Severance Pay YES Wages in Lieu of Notice YES	the following payments? ☐ NO ☐ NO	Amount: \$			
Vacation Pay YES	□NO	From:		To:	
20. Do you have specific plans to enroll in or attemonths?  If yes, when?	nd school or vocational training wi	thin the next 12	YES	□NO	
21. Are you receiving, or will you receive a retirer	ment pension?		YES	□ NO	
If yes, date payment began/will begin:	·	Employer's Name:			
22. During the past 18 months, have you:	a. Been in the Military S		YES	□ NO	
22. During the past 10 months, have you.	b. Held a Federal Civilia		YES	Пио	
	c. Worked in any other		☐ YES	Пио	
23. Have you applied for Reemployment Assistant If yes, against which state?	-		YES	□NO	
24. If you receive, or will receive payments from	Worker's Compensation, is it class	ified as:			
Temporary Total YES NO Permanent Total YES NO	Temporary Partial Supplemental Income	YES NO	Impairment Inc	come YES NO	
25. Are you a member of a labor union which find If yes, provide Union name and number:	ds/obtains work for its members?		YES	□NO	
26. What type of work are you seeking?					
27. Are you a veteran who meets one or more of	the following conditions?			☐ YES ☐ NO	
a. Served on active duty for a period of more		charge other than disho	norable.		
b. Was a reservist who earned a campaign badge and was released or discharged with a discharge other than dishonorable?					
c. Was discharged or released from active du					
If you answered yes to Question 27 above, plo	ease answer questions 28 – 32 b	pelow, otherwise go to	question 33.		
28. Were you released from military active duty	within the last three years (36 mor	nths)?		YES ☐ NO	
29. Did you serve on active duty during a war, ca	ampaign or expedition for which a	campaign badge has b	een authorized?	YES NO	
30. Are you a Disabled Veteran? <u>Definition:</u> You have a service-connected of	disability which antitles you to com-	noncation or caused vo	u to bo discharac	YES NC	
31. Are you a Special Disabled Veteran?	isability which entitles you to comp	perisation or caused yo	u to be discharge	YES NO	
<u>Definition:</u> You are entitled to compensatio that you have a serious employment handical				0 percent with a determination	
32. Are you a homeless veteran?		•		☐ YES ☐ NO	)
33. Are you the spouse of any of the following inc				YES NO	)
<ul> <li>(a) a veteran who died of a service connected serving on active duty who has been listed for of duty by a hostile force; or (III) forcibly detail</li> </ul>	or a total of more than 90 days in o	ne of the following cate			
34. If you answered 'Yes' to Question 27 or 33 in your area and, unless told otherwise at the tim					

# DEPARTMENT OF ECONOMIC OPPORTUNITY REEMPLOYMENT ASSISTANCE APPLICATION FOR SERVICES

I hereby claim benefits under the Florida Reemployment Assistance Law. I am not seeking benefits under any other discretion of the department, this application for benefits may be accepted as my registration for work and employme Reemployment Assistance Law provides penalties for knowingly making false statements for the purpose of obtainin made in connection with this claim are true and correct to the best of my knowledge and belief. I understand the informagree to provide such documentation as required.	ent services. I understand the Florida ng benefits. I declare that the statements
Claimant Signature:	Date:
The Department of Economic Opportunity may e-mail me for additional information needed in determining my claim.	
My E-Mail Address is:  Lunderstand the Department of Economic Opportunity will maintain the confidentiality of my e-mail address pursuant	t to section 443 1715. Florida Statutes

#### \*PRIVACY ACT STATEMENT

The information you provide to this Department is voluntary and confidential but is required to process your claim. Pursuant to the Internal Revenue Code of 1986, the Social Security Act, 42 U.S.C. 1320b-7(a)1, and s. 443.091(1)(h), F.S., disclosure of your Social Security number is mandatory. Social Security numbers will be used by the department to report the benefits you receive to the Internal Revenue Service as potential taxable income. In accordance with the Federal Deficit Reduction Act, an amendment to the Federal Social Security Act, and 5 U.S.C. 552a(o)(1)(D), information you provide is subject to verification through computer matching programs and information about your wages and claim may be provided to other federal, state and local agencies or their contractors for verification of eligibility under other government programs to ensure benefits have been properly paid and for statistical and research purposes.

Employers are authorized by law to provide this Department with information needed to determine our eligibility for benefits. This information includes your dates of employment, wages paid and the reason for your employment separation. Information you provide about why you left specific employment may be disclosed to that employer so that this Department may determine your eligibility for benefits.

I have answered all questions fully and truthfully. I know there are penalties for giving wrong information. I know that to receive benefits I must meet the eligibility requirements.

By submitting this application, I acknowledge that I am filing this application for reemployment assistance for myself and that all information provided is complete and accurate to the best of my ability; I further understand that knowingly making a false statement or representation or knowingly failing to disclose a material fact can be prosecuted as a third degree felony pursuant to section 443.071, Fla. Stat.

I have read and agree with the above: YES NO Enter your Social Security Number:

## \*FRAUD STATEMENT

Florida Law provides that knowingly making a false statement, in order to obtain or increase Reemployment benefits, is a third degree felony punishable by up to \$5,000 in fines and five years in jail. It is also illegal to file a claim or claim benefit weeks for someone else. All cases determined to be fraudulent can be referred to the State Attorney's office for prosecution. Each week of benefits fraudulently claimed is a separate offense for prosecution.

If you give false information or a false Social Security Number when filing your claim, you could be arrested for fraud.

I acknowledge that I understand this statement and wish to continue to file my claim.

SUPPLEMENT		35. *Social Security Number:					
employment you listed in item 12 of the UC Include all employers regardless of location	310 form. Include:	self-employme	nt, part-time wo	e held DURING THE PAST <u>18 MONTHS PRIOR to the</u> ork, military service, and employment with a governmer	t agency.		
Next Most Recent Employer:				Employer ID # (For Office Use Only)			
Employer's Street Address:				Dates Worked: FROM: TO:			
City:	State:	Zip:		Total Gross Earnings with this Employer:			
Employer's Local Mailing Address (if different	ent than above):			s Earnings with this Employer day of this Week: \$			
City:	State:	Zip:	Occupation or Position Title:				
Employer's Telephone Number:			Tools/Equi	pment used:			
Reason for Separation:  Permanent Lay-off Suspension Leave of Absence Quit or Voluntary Lay-off Working Reduced Hours  Suspension Leave of Absence Discharge, Job Performance Discharged, Other			Salary Rate: \$ Per: (Hour, Week, Month, Year)				
Explain Reason for Separation:							
Next Most Recent Employer:				Employer ID # (for Office Use Only)			
Employer's Street Address:				Dates Worked: FROM: TO:			
City:	State:	Zip:	Total Gross	Earnings with this Employer:			
Employer's Local Mailing Address (if different than above):				Earnings with this Employer ay of this Week:			
City:	State:	Zip:	Occupation or Position Title:				
Employer's Telephone Number:			Tools/Equip	ment used:			
Reason for Separation:  Permanent Lay-off Suspension Leave of Absence Quit or Voluntary Lay-off Working Reduced Hours  Suspension Leave of Absence Discharge, Job Performance			Salary Rate: \$ Per: (Hour, Week, Month, Year)				
Explain Reason for Separation:							
Next Most Recent Employer:				Employer ID # (For Office Use Only)			
Employer's Street Address:				Dates Worked: FROM: TO:			
City:	State:	Zip:	Total Gross	Earnings with this Employer: \$			
Employer's Local Mailing Address (if different than above):		Total Gross Earnings with this Employer Since Sunday of this Week: \$					
City:	State:	Zip:	Occupation	or Position Title:			
Employer's Telephone Number:			Tools/Equip	ment used:			
Reason for Separation:    Permanent Lay-off		Salary Rate	: \$ (Hour, Week, Month, Year)				
Additional Eligibility Information Since you became unemployed, were you became unemployed, were you became services as a professional Are you seeking only part-time work?					NO NO NO		

YES

NO

Have you accepted a job offer with a new employer?

Claimant Residential Address			
Attention:			
Address:			
City: State:	Zip:		
County:			
Country:			
Notification			
1.Did you or will you work full time during the week of filing?	YES	NO	
2. Did you or will you work and earn at least \$275 during the week of filing?	YES	NO	
Initial Questions		ed the box for being self-employ ollowing questions:	ved or an independent contractor,
1. Indicate ALL type(s) of employment you had since 1/1/2019.			
Employed in Florida (excluding military and federal civilian employment) Employed in State other than Florida (excluding military and federal civilian employme Employed by the Military in Active Duty Employed as a Federal Civilian Employoee Self Employed or Independent Contractor I have not been employed since 1/1/2019	nt)		
2. Since 4/7/2019, have you applied for reemployment benefits from a state other than Floric	da? YES	NO	
3. Are you filing from Florida?	YES	NO	
4. If you are not filing from Florida, enter the state from which you are filing:			
5. Please enter the location from where you are filing this application:			
Correspondence Preference			
How would you like to receive your Correspondence? Electronic US Mail			
Email address:			
Preferred language:			
If you checked the box for being self-employed or an independent contractor in question 1 about	ove, answer the fo	ollowing questions:	
Self Employment Start Date:			
Self Employment End Date:			
Have you had multiple periods of self employment since 01/01/2019? Yes	No		
Physical location where work was performed (address):			
Do you own this business? Yes No			
Are you still working in this self-employment? Yes No			

If you worked providing military service or worked as an employee in federal civilian employment at any time between January 1, 2019 and April 22, 2020, please complete the questions below.

## **Detailed Military Service Information**

- \*Claimants with military service in the National Guard or Reserve Component that do not have at least 90 days of continuous active duty cannot use military service to establish a reemployment assistance claim.
- \* Refer to your DD214-Member 4 to complete the following information. If you have served more than one term of service, complete the information for your most recent term military service.
- 1. List your Branch of Service:

Military Service Start Date

Military Service End Date

**Gross Wages** 

- Have you applied for or are you receiving from the Veteran's Administration a subsistence allowance for the vocational rehabilitation training?
   Yes
- 3. Have you applied for or are you receiving from the Veteran's Administration a war orphan's or widow's educational assistance allowance?

  Yes

  No

#### **Federal Civilian Work History**

- You indicated you were employed in Federal Civilian employment since 01/01/2019. Indicate the location of your last duty station:
- Did you work in resident state after your Federal Civilian employment? YES
- 3. If you selected No in question 2, type the name of each state you worked in since 01/01/2019.

#### **Detailed Federal Civilian Employment Information**

Select the Department of the federal government for which you worked between 01/01/2019 to 04/22/2020.

If the Federal Department for which you worked is not on the list above, enter the name here

#### General Information - Tax Withholding

Reemployment Assistance benefits are fully taxable if you are required to file a tax return.

Public Law 103-465 requires the Department of Economic Opportunity to deduct and withhold federal income ta from Reemployment Assistance if an individual receiving those benefits voluntarily requests such deduction and withholding. You may request a withholding deduction equal to 10% of your weekly assistance for federal income taxes.

A statement, Form 1099-G, will be furnished to you at the end of January stating the amount of benefits paid and withheld during the prior year. The same information will be transmitted to the Internal Revenue Service (IRS).

The income taxes deducted are held in trust for the U.S. Government All refunds must be obtained from the IRS on any overpayment of income taxes.

The department is not responsible for refunding withheld taxes.

It may be necessary for you to make estimated tax payments. For more information on when these payments should be made, refer to the IRS publication titles "Tax Withholding and Estimated Tax" or contact the Internal Revenue Service. PLEASE DIRECT ALL QUESTIONS CONCERNING YOUR INCOME TAX LIABILITY TO THE INTERNAL REVENUE SERVICE.

#### **Tax Withholding Choice**

Do you want federal taxes withheld from any reemployment assistance payable to you?

I hereby authorize the Department of Economic Opportunity NOT to deduct and withhold federal income tax from my reemployment assistance. I hereby authorize the Department of Economic Opportunity to deduct and withhold federal income tax from my reemployment assistance benefits

#### **Identity Verification**

Please verify your identity by entering your Social Security Number:

I certify that I am making the above choice regarding my federal income tax withholding status

#### General information - Mailing

If you print out this form you can take it to a participating FedEx location where they will mail it to Tallahassee for free. See participating locations and more details at: https://www.floridajobsresources.com

#### **Payment Options**

All reemployment assistance payments are electronic. When a reemployment assistance payment is made, the payment is made by either: Deposit made to a reemployment assistance debit card, or Direct Deposit to a personal checking or savings account

Savings

Checking

Please select a payment option:

I would like my benefits paid by deposit to a reemployment assistance debit card.

I would like my benefits paid by direct deposit to a personal bank account

#### **Direct Deposit Information**

Enter the following information only if you have chosen direct deposit as your payment method.

Select the bank account type

2. Enter the Routing Transit Number

- 3. Enter your Bank's Name
- 4. Enter the Bank Account Number
- Re-enter the Bank Account Number

Note: You may change your payment option or direct deposit institution at any time after you apply.

#### **Acknowledgments**

#### **Workforce Registration**

I understand that Florida law requires me to register with Workforce Services via Employ Florida Marketplace to continue my eligibility for benefit payments.

A link will be provided to me after I have submitted my application and will also be available on my account home page should I wish to complete it later

I understand that payment of my claim will be delayed or denied if I do not complete my registration with Workforce Services prior to requesting my benefit payments for the first time.

I agree

#### **CareerSource Center**

I understand that I will be notified if I am required to attend a CareerSource Center Seminar. Failure to attend by the given data may result in a delay or loss of my reemployment assistance benefits.

If a CareerSource Center gives me a job referral, I understand that failure to pursue this referral may result in a loss of reemployment assistance benefits.

I agree

#### Requesting Benefit Payment

I understand the following:

- I am required to request benefit payments for each week I wish to receive benefits.
- The first week of a new benefit year for which I would be eligible to receive reemployment assistance benefits will be an unpaid waiting
  week
- If there is a pending issue or appeal on my claim, I must continue requesting benefit payments in order to be paid for those weeks if I
  am later determined to be eligible.

I agree

#### Reporting Income

I understand that if I do any work, including military reserve drill pay or self-employment, I must report the total wages earned (before taxes), whether or not I have been paid when I request benefit payment for that week.

I agree

#### Work Search Requirements

Regular:

I understand I will be required to submit a minimum of five (5) work search contact or the details of a CareerSource Center visit when I request benefit payments. Each week I will be required to submit the

- Date of contact
- · Method of contact
- Business name, telephone number, website name (URL), or email address
- · Result of each contact
- Type of work sought

I agree

#### **Benefit Rights Information**

I understand it is my responsibility to read the Benefits Rights Information which explains my rights and responsibilities while collecting reemployment assistance. A link to the Benefit Rights Information is included at the end of this application and on my account homepage.

I agree



# Florida Reemployment Assistance Way2Go Debit Card Fee Schedule

Below are the Debit Card Fee schedules you have reviewed and acknowledged. Depending on the Florida Reemployment Assistance Way2Go Debit Card services you utilize, you may be responsible for these fees.

Florida Reemployment Assistance Prepaid Card issued by Comerica

You have several options to receive your payments: direct deposit to your bank account; direct deposit to your own prepaid account; or by default to this prepaid card.

You do not have to accept this prepaid card. Please log on to https://connect.myflorida.com to enter your bank account or prepaid account information.

Ask about other ways to receive your funds.

Monthly fee \$0	Per purchase <b>\$0</b>	ATM withdrawal \$0 (in-network) \$1.90 (out-of-network)	Cash reload N/A
ATM balance inquiry (ir	rk)	\$0 or \$0.75	
Customer service (automated or live agent) \$0.50*			\$0.50*
Inactivity			\$0
We charge 2 other types of fees. Here they are.			
Card replacement (regular or expedited delivery)			\$4* or \$18.50*
Over the counter teller cash withdrawal			\$3.00*

<sup>\*</sup> This fee can be lower depending on how and where this card is used. See separate disclosure for ways to access your funds and balance information for no fee. You are allowed one regular card replacement for no fee per benefit period.

#### No overdraft/credit feature

Your funds are eligible for FDIC insurance.

For general information about prepaid accounts, visit *cfpb.gov/prepaid*. Find details and conditions for all fees and services in the cardholder agreement.

I have reviewed the Florida Reemployment Assistance Way2Go Debit Card Fee Schedule and understand that if I choose Florida Reemployment Assistance Way2Go Debit Card as my payment method and use the above services that I will be responsible for any fees charged for those services.

С

All Fees	Amount	Details		
Get Started				
Card purchase	\$0	There is no fee to obtain a Card account.		
Spend money				
Point-of-sale (POS)	\$0.00	There is no fee for POS purchase transactions conducted in the U.S. using your signature or PIN number.		
Get Cash				
ATM Withdrawal (in-network)	\$0	There is no fee for in-network ATM withdrawals conducted at Comerica and MoneyPass ATM locations. In-network refers to Comerica and MoneyPass ATM locations. In-network locations can be found at https://locations.comerica.com/ and moneypass.com/atm-locator.html. When using your card at an ATM, the maximum amount that can be withdrawn from your Card account per calendar day is \$500.00.		
ATM Withdrawal (out-of-network)	\$1.90	This is our fee. "Out-of-network" refers to all ATMs outside of the MoneyPass or Comerica Bank ATM Network. You will be assessed a fee for each ATM withdrawal conducted at an out-of-network ATM. You may also be charged a fee by the ATM operator, even if you do not complete a transaction. When using your card at an ATM, the maximum amount that can be withdrawn from your Card account per calendar day is \$500.00.		
Teller-assisted cash withdrawals (OTC)*	\$3.00	This is our fee. You are allowed one (1) withdrawal per deposit for no fee at Mastercard Member Bank or Credit Union teller windows. Each additional withdrawal will be assessed the fee.		
Information				
Customer service (automated or live agent)*	\$0.50*	You are allowed five (5) calls to Customer Service Interactive Voice Response (IVR) or live agent for no fee each month to check your balance or hear your transaction history. Each additional call will be assessed the fee.		
ATM balance inquiry (in-network)	\$0	There is no fee for ATM balance inquires conducted at MoneyPass and Comerica Bank ATM networks.		
ATM balance inquiry (out-of-network)	\$0.75	This is our fee. Each ATM balance inquiry conducted at an out-of-network ATM will be assessed a fee.		
Using your card outside the U.S.				
International transaction fee	3%	Conversion rate is a Mastercard fee for each transaction amount conducted outside of the U.S.		
Other				
Card replacement	\$4	You are allowed one (1) card replacement for no fee per benefit period. Each additional card replacement request will be assessed a fee. Cards are sent via regular mail. Standard delivery is 7 to 10 calendar days.		
Expedited card delivery	\$14.50	If you request your replacement card to be expedited rather than receiving it by regular mail, you will be assessed the expedited card delivery fee, in addition to any applicable card replacement fee. Expedited card delivery can be expected within 3 to 5 calendar days.		
Funds transfer via Interactive Voice Response (IVR-phone) or web portal	\$0.00	There is no fee for you to transfer funds from your card account to a U.S. bank account owned by you.		

<sup>\* &</sup>quot;No Fee" transactions expire at the end of each calendar month if not used.

Your funds are eligible for FDIC insurance and will be held at or transferred to Comerica Bank, an FDIC-insured institution. Once there, your funds are insured up to \$250,000 by the FDIC in the event Comerica Bank fails, if specific deposit insurance requirements are met. See fdic.gov/deposit/deposits/prepaid.html for details.

No overdraft/credit feature.

Contact Go Program Customer Service by calling 1-833-888-2780, by mail at P.O. Box 245997, San Antonio, TX 78224-5997 or visit www.GoProgram.com. For general information about prepaid accounts, visit cfpb.gov/prepaid.

If you have a complaint about a prepaid account, call the Consumer Financial Protection Bureau at 1-855-411-2372 or visit cfpb.gov/complaint.