

IMPORTANT INFORMATION ABOUT UPCOMING CHANGES TO YOUR JPMORGAN CHASE VISA DEBIT CARD

This summer, the West Virginia Department of Health and Human Resources, Bureau for Child Support Enforcement (BCSE) will be converting to KeyBank® for debit card services. As part of this transition, you will be issued a new debit card – the Key2Benefits® card. Like your existing card, the Key2Benefits card will provide convenient, safe and secure access to your funds.

What do you need to do to prepare for this change?

Nothing at this time. Just be aware this change is coming. If you've moved and have not provided BCSE with your new mailing address, please contact BCSE through our website at <https://apps.wv.gov/rs/dhhr/bcse/> or by telephone 1-800-249-3778. We will need to update your mailing address to ensure your Key2Benefits card is mailed to the correct location.

When will I receive my new Key2Benefits card?

Your new Key2Benefits card will be mailed to you in early June and you should receive the card by mid-June. You will receive another notice this summer to alert you of the exact date cards will be mailed.

When will I receive my first deposit to my new Key2Benefits card?

BCSE will begin depositing to your new Key2Benefits card at the end of June. You will receive another notice this summer to alert you of the exact date.

Should I stop using my JPMorgan Chase VISA card now?

NO. Continue to use your existing card to access your funds. You will continue to receive deposits to your JPMorgan Chase VISA debit card until the end of June. You will receive another notice this summer to alert of you the exact date that deposits will start