



Date: May 6, 2016

RE: CHANGES TO YOUR J.P. Morgan CHASE VISA CARD

The bank that manages the West Virginia Department of Health and Human Resources, Bureau for Child Support Enforcement's (BCSE) debit card program is changing. In June, KeyBank will become our new financial services provider replacing J.P. Morgan Chase Bank. BCSE will no longer deposit child support onto the JPMorgan Chase Visa Debit Card after June 23, 2016; however, **DO NOT DISCARD** your JPMorgan Chase Visa card at this time.

What does this mean to you? In mid-June 2016, you will receive your new BCSE prepaid card and welcome packet. The kit will include a card carrier which will provide information regarding how to activate the card, how to access customer service, and how to use the card without any fees. With the BCSE prepaid card you will receive:

- Online banking services at www.Key2Benefits.com;
- 24/7 U.S. based customer service;
- Fee-free access at KeyBank and Allpoint ATMs;
- Teller withdrawals at any MasterCard member bank; and
- Greater access as MasterCard is accepted worldwide.

Your JPMorgan Chase VISA card will remain active after the change in June; however, the BCSE will no longer deposit funds to that card after June 23, 2016. All funds distributed to you on or after June 24, 2016 will be deposited on your new BCSE prepaid card. **After June 23, 2016**, we strongly urge you to draw down any remaining balance on the JPMorgan Chase VISA card. You cannot transfer funds on the JPMorgan Chase VISA card to the new BCSE prepaid card.

If you no longer wish to receive your payments on a prepaid card, you may sign up for direct deposit. Contact your local BCSE office for an application. The application is also available on our website at www.dhhr.wv.gov/bcse.

Respectfully,

Bureau for Child Support Enforcement
West Virginia Department of Health and Human Resources