

IT'S YOUR CHOICE!

You may choose between two methods of payment for your Unemployment Insurance benefits: debit card or direct deposit.

Either payment type is safe and convenient. Choose the type that is right for you.

To select direct deposit, you must have an existing personal checking account or savings account. **Be sure you know your account and routing numbers when signing up for direct deposit.**

A personal bank account is not required for the debit card program.

Easy to Apply

You can sign up for Direct Deposit at any local DWS office when you file your new, additional or reopened claim using the DWS self-service system, EZARC.

Or any time during your claim by accessing the ArkNet continued claims system.



If you have questions regarding your claim for Arkansas Unemployment Insurance, contact the DWS local office nearest to you.

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UI Direct Deposit

ARKANSAS
DEPARTMENT OF
WORKFORCE
SERVICES

**Your
Unemployment
Insurance
Benefits
Can now be
Directly deposited
Into your
Personal checking
Account or
Savings account.**

For more information on Direct Deposit enrollment, check with your local DWS office today!

*** Servicios de Interpretación/Traducción disponibles por medio de su oficina local. --- Ewōr Jerbal in ukok ikijien jeje im kennaan ilo opij ko ijo kwoj pād ie. --- Các Dịch Vụ Thông Dịch/Phiên Dịch có sẵn qua văn phòng địa phương của quý vị. --- ຫ້ອງການປະຈຳທ້ອງຖິ່ນຂອງທ່ານໃຫ້ບໍລິການນາຍພາສາແລະການແປປະຕອກສານ --- Interpretation/Translation services available through your local office.***

UI Direct Deposit — is it right for you?

FAQs:

Can I change my mind once I have signed up for direct deposit? Yes—no matter whether you have selected direct deposit or debit card, you can change the payment type any time during the life of your claim.

How long does it take for my weekly benefits to be deposited into my bank account? Payment to a direct deposit account takes about 2-3 days from the date the payment is processed. For example, if a payment is processed on Sunday, it will generally be deposited on Tuesday into your account. (Holidays can affect when payments are deposited)

How will I recognize a payment on my bank statement? It's easy! A benefit payment will be entered as "ADWS UI Benefit Payment."

What if I change banks? You can change your bank information any time you need. Just access the "Change Your Payment Option" section on ArkNet (www.ArkNet.Arkansas.gov)

FAQs (cont.):

What if I had a debit card on a previous claim? Do I have to use it when I sign up for a new claim? No — just because you had a debit card in the past doesn't mean you have to use it when you file again. You can select direct deposit as your new payment type when you file the new, additional, or reopened claim; or even later during the claim.

Is there any chance a payment could be rejected by the bank? Only if you have provided an incorrect account number or have changed banks without letting us know.

What happens to my payment if it is rejected? Payment would automatically be made to a new debit card or to an existing debit card if you had one previously on the same claim. You would be notified in writing if this transpires.

Can I change my bank information if it is incorrect? Of course! Just access the "Change Your Payment Option" section on ArkNet and enter the corrected information. However, payment may have already been made to a debit card.

FAQs (cont.):

Will anybody at DWS have access to my personal bank account number? No — only encrypted information is transferred to your bank. No one at DWS has access to your bank account number or your UI PIN.

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UI Direct Deposit —

- Safest way to receive your benefits
- More convenient access
- Better control over your money