

# Your New Mexico Unemployment Insurance Visa® Debit Card

## Enjoy the Benefits of Your Unemployment Insurance Visa® Debit Card

### Activate Your Visa Debit Card Right Away

Select your Personal Identification Number (PIN) by calling the toll-free number (1-866-898-2213):

- Enter your card number, when prompted.
- Enter the last four digits of your Social Security Number.
- Enter your date of birth, MMDDYYYY. (Example: 10011960).
- Select a four digit PIN. Enter it a second time to verify.
- Remember your PIN!
- Sign your name in ink on the back of your card.
- Read the enclosed Disclosure Statement to know your rights and responsibilities as a cardholder.

Funds will not be available on your card until you receive a payment and you have selected your PIN.

### Card Expiration Date

Your card is valid for three years. If you become eligible for additional payments within the three-year period, you will not receive a new card.

### Replacement Card—You Must Select Your PIN Again

- Choose the same PIN or enter a new one.
- Be sure to destroy your old card. It will no longer work.

### How to Avoid Fees

There are no fees when you use your card for a purchase from a merchant. Many grocery and convenience stores also offer cash back, without a fee, when you make a purchase. This one-stop convenience will allow you to avoid fees for accessing cash.

In addition to getting cash back with a purchase, you can get cash from ATMs and from tellers at banks that accept Visa cards. Fees may apply for these types of withdrawals; however, fees can be avoided with careful use of your card.

### Notification of Deposits by Phone or Email:

With your debit card, you may choose to receive automated notification of your deposits (Phone carrier costs may apply). You must make contact through the IVR (1-866-898-2213) to activate this notification process.

## Schedule of Fees

Purchase Transactions		Other Service Fees		Other Service Fees	
Purchase at Visa merchants (signed or using PIN)	No fee	Automated Customer Service Inquiry	1 waived fee each weekly deposit, \$0.50 thereafter	Bank Teller Cash Access	1 waived fee each weekly deposit, \$10.00 thereafter • Must be used by 12:01 a.m. MST each Monday of the calendar month
Online, phone, mail purchases	No fee	Live Customer Service Inquiry	2 waived fees each month, \$1.50 for each additional call	Card Replacement Domestic	1 waived fee per year, \$15.00 thereafter
<b>ATM Transactions <sup>1</sup></b>		International Customer Service Inquiry <sup>2</sup>	1 waived fee each month, \$5.00 for each additional call	Card Replacement—Express Delivery (additional charge)	\$15.00
Wells Fargo Bank ATM Withdrawal Domestic • One (1) waived fee each weekly deposit, or • One (1) waived fee each calendar month if you do not receive a deposit	\$1.50 for each thereafter	Online Card Information	No fee	Card Replacement International	Quote provided at time of request, as price varies by country
Non-Wells Fargo Bank Withdrawal Domestic	\$1.50	PIN Changes	No fee	International Transaction Fee – added to all transactions	2% of U.S. dollar amount of transaction
ATM Withdrawal International (all ATMs)	\$3.50	Cash Transfer via Phone (IVR) Domestic <sup>3</sup>	\$15.00		
ATM Balance Inquiries (all ATMs)	No fee	Note: For any questions related to the above fee schedule, please call the State of New Mexico Debit Card Customer Service at 1-866-898-2213. For any questions regarding your unemployment insurance benefits please, contact the New Mexico Department of Workforce Solutions at 1-877-664-6984. There is no charge for a Customer Service call to report a lost or stolen card.			
ATM Transaction Decline (all ATMs)	1 waived fee each weekly deposit, \$0.50 thereafter				

<sup>1</sup> ATM owners may impose an additional "convenience fee" or "surcharge fee" for certain ATM transactions (a sign should be posted at the ATM to indicate additional fees); however, you will not be charged any additional convenience or surcharge fee at a Wells Fargo Bank ATM. An ATM Transaction Decline occurs when you request an amount greater than your balance or you incorrectly enter your PIN more than four (4) times. A Wells Fargo Bank ATM means an ATM that prominently displays the Wells Fargo Bank name and logo. Balance inquiries may not be available at all ATMs outside the U.S.

<sup>2</sup> For collect calls made to customer service from outside the U.S.

<sup>3</sup> All cash transfers must be initiated through the State of New Mexico Debit Card Customer Service Center at (1-866-898-2213).

**Customer Service**  
**Call 1-866-898-2213 (Toll-free)**  
**24 hours a day / 7 days a week**  
**Do Not Throw This Card Away!**

### Important ATM Safety Tips

- Be aware of your surroundings at all times.
- Exercise extra caution at night. Whenever possible, bring a friend.
- Always take your receipts or transaction records with you.
- Refrain from displaying cash, and put it away as soon as the transaction is completed. Wait to count your cash until you are in the safety of a locked enclosure, such as a car or home.
- Report all crimes immediately to the operator of the ATM and to local law enforcement.
- Watch for suspicious persons or activity around the ATM. If you notice anything out of the ordinary, come back later or use another ATM elsewhere. If you observe suspicious persons or circumstances, do not use the machine at that time. If you are in the middle of a transaction, cancel the transaction, take your card and leave the area and come back at another time or use an ATM at another location.