

Payment Method Options DDEP or DEBC

Your Florida Visa® Debit Card



Under the “**View and Maintain Account Information**” tab, a claimant must select the link titled “Payment Method and Tax Withholding Options to enter or update the payment options.

The claimant has the choice of either “**Debit Card**” (DEBC) or **Direct Deposit** (DDEP).

Note: when completing the initial application for the receipt of Reemployment Assistance Benefits, please ensure if the payment choice is Direct Deposit that the banking information entered is for a valid bank account. Verify the banking information entered for accuracy. If there are any changes to the banking information after the Reemployment Assistance Benefits application has been processed, make the necessary changes, at this time before certifying for benefit week(s).

Debit Card (DEBC)

If the claimant chooses the option to receive payments via Debit Card, the card will not be mailed until the first compensable week is processed

Note: If no banking information is entered, the CONNECT system will automatically default to DEBC—state-issued reemployment assistance debit card.

If there are any issues with the claimant not receiving a debit card via mail, the claimant will need to contact XEROX toll-free at (888) 898-3584, 24 hours a day, 7 days a week. The claimant is allowed five free calls per month. For customer service from outside of the United States the contact number is (866) 601-2850 (collect).

Direct Deposit—DDEP

If the claimant chooses **DDEP as their payment method the claimant will need to provide the banking institution routing number and bank account number within the “Current Method of Payment”** screen in CONNECT and select the button that is titled “**Direct Deposit.**”

It is important that after entering the information that the claimant verify that the “**Routing Transit Number**” and the “**Bank Account Number**” have been entered correctly into the form fields.

Verifying the information will ensure that the payment is deposited to the correct bank account number.

If there are any issues with payments not being received via DDEP, the claimant must first contact their banking institution. If the banking institution finds that the money was returned to the Department of Economic Opportunity or that no funds was received the claimant will need to Contact Support center at (800) 204-2418. The Contact Support Center will make contact with the Special Programs, Payment Issues Unit for assistance in resolving the issue.

TAX WITHHOLDING OPTION

Claimant can also enter if they wish to have **tax withholding** deducted from their benefit payments. 10% is the only rate DEO will withhold.

CONFIRMATION THAT THE PAYMENT HAS BEEN UPDATED IN CONNECT

Once the banking information has been updated, the information can be viewed via the link titled **“Click here to view a history of the claimant’s payment method options changes.”**

The page will provide a list of all banking information entered and the date of any change processed. It will also provide information as to the status of the payment method as **active or inactive**.

RETURNED FUNDS/PAYMENTS

If funds are returned due to incorrect banking information, the processed payment will automatically be deposited via Debit Card.

Please note: If the funds were deposited via debit card and are returned due to incorrect banking information, the transaction cannot be reversed.

If the claimant is inquiring about the payment issues (ex. non-receipt of funds), the claimant must contact the Contact Support Center at (800) 204-2418 for assistance with contacting the Payment Issues Unit.