

Douglas A. Ducey
Governor



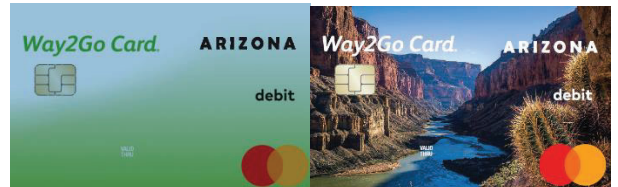
Andy Tobin
Director

ARIZONA DEPARTMENT OF ADMINISTRATION

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November 5, 2021

EE NAME
EE ADDRESS
EE CITY, STATE, ZIP



IMPORTANT INFORMATION REGARDING Arizona Department of Administration Payroll Direct Deposit Payments **The Bank of America Visa® Cash Pay Card will soon be replaced with the Arizona Way2Go Payroll Card (issued by Comerica)**

What's happening: The State of Arizona is transitioning to a new contract for payroll card services. The Arizona Department of Administration (ADOA) will be replacing your Bank of America Visa® Cash Pay Card to the Arizona Way2Go Payroll Card (issued by Comerica).

What to expect: The new Arizona Way2Go Payroll Card **is scheduled to be mailed** to you, at your address on record, by Conduent the week of November 8, 2021. Once received, you must activate your new card and setup a PIN using the instructions included with the card. Starting with the payroll on December 02, 2021, all payroll deposits will automatically be deposited to the new Arizona Way2Go Payroll Card. You can begin using the new Arizona Way2Go Payroll Card at a variety of merchants, locations and ATMs. For a full listing, visit www.GoProgram.com.

What you need to know about the current (outgoing) Bank of America Visa® Cash Pay Card:

- After the payroll on November 18, 2021, no deposits will be made to your Bank of America Visa® Cash Pay Card. Any funds already on the card will still be available for use.
- You can continue using your existing Cash Pay Card until the balance reaches zero
- You can transfer the balance to an existing U.S. checking or savings account or
- Visit any Visa bank, request teller assistance and withdraw the exact balance and close the account
- The existing Cash Pay card remains subject to the terms of the Bank of America card holder agreement.
- If you have any questions about the Cash Pay card, please contact Bank of America at the number on the back of your card.

What you need to know about the new Arizona Way2Go Payroll Card (issued by Comerica):

- All payroll deposits will be made to your new Arizona Way2Go Payroll Card beginning with the December 2, 2021 payday. Information regarding fees associated with the new Arizona Way2Go Payroll Card are included with this notification.
- Instructions for card activation, how to use your new Arizona Way2Go Payroll Card, and where to go for answers to questions will all be provided when you receive your new card.
- If you have not received your Arizona Way2Go Payroll Card by **November 30, 2021** contact Conduent Customer service to report a lost card and order a replacement card at no cost.

If you have any questions about this notice, you may contact Conduent Customer Service at 1-833-915-4045 or TTY/TDD Services: 1-800-367-8939. You may also visit their website www.GoProgram.com