

## Payroll VISA Debit Card Program – Beginning March 1, 2014

The Board of Regents approved a policy change at their September 2013 board meeting mandating electronic payroll delivery. The primary method for delivering electronic payroll has been and will continue to be employee enrollment in traditional direct deposit. For employees that do not enroll in direct deposit, rather than continuing to issue paper paychecks, NSHE has contracted with the System's commercial banking partner (Bank of America) to provide a payroll VISA debit card program. This program will replace paper paychecks with a bank-issued payroll VISA debit card that will provide employees with better options for accessing their payroll funds, including withdrawal of their full net payroll (without paying a fee) at VISA member banks (such as, but not limited to, Bank of America) in the same manner as cashing a check. The payroll VISA debit card program also offers typical debit card features such as free ATM withdrawals from any domestic Bank of America ATM and for making retail purchases where VISA is accepted.

**If you are already enrolled in direct deposit, you do not need to take any action to keep receiving your payroll as you do now. However, after March 2014, employees that have not enrolled in direct deposit will be issued a Bank of America VISA payroll debit card.**

After March 1, 2014, employees that have not enrolled in direct deposit will begin to be issued a Bank of America VISA payroll debit card. This card is NOT a credit card, but it is an FDIC insured bank deposit account. The program is designed to provide several 'fee-free' methods for accessing your full net payroll deposit in addition to other features as follows:

	VISA Payroll Debit Card	Paper Paycheck
'Cash' for full payment value on payday at any Bank of America branch (teller transaction)		
'Cash' for full payment value on payday at <u>any</u> VISA member bank (teller transaction - not limited to BofA)		
'Cash' and pay check-cashing fees from check cashing offices (such as Check City)		
Make 'fee-free' ATM withdrawals at any domestic Bank of America ATM		
Make 'fee-free' purchases anywhere VISA cards are accepted		
Access to online transaction history via Bank of America online banking website		
Ability to make transfers to other bank accounts via Bank of America online banking website		
24/7 Access to Bank of America customer service		

Below are some frequently asked questions. For any additional questions or concerns you may have, please contact [ControllerFeedback@unlv.edu](mailto:ControllerFeedback@unlv.edu) or call the Payroll Office at 702-895-3825.

# CARDHOLDER / ACCOUNT OWNER FEE SCHEDULE

Effective November 7, 2013

## CARDHOLDER / ACCOUNT OWNER – COMPLETE FEE SCHEDULE

Monthly fees –	
Monthly maintenance.....	Waived
ATM and purchase transaction fees –	
Bank of America ATM withdrawal domestic*.....	Waived
Non-Bank of America ATM withdrawal domestic*.....	\$1.50 each
ATM withdrawal international.....	\$3.50 each
ATM balance inquiries**.....	Waived
ATM transaction decline.....	One free per week, \$0.50 thereafter
Signature-based purchase at Visa merchants.....	Free
Pinned POS purchase.....	Waived
Other service fees –	
Automated customer service inquiry.....	Waived
Live customer service inquiry domestic.....	Waived
PIN changes.....	Waived
Emergency cash transfer for remaining account balance (under \$20.00).....	One free per year
Emergency cash transfer domestic.....	\$15.00
Emergency cash transfer international.....	\$30.00
Cash access (limited to available balance only).....	One free per week, \$5.00 thereafter
Online Funds Transfer.....	Waived
Card replacement domestic.....	\$5.00
Card replacement – Express delivery (additional charge).....	\$15.00
Card replacement international.....	Quote provided at time of request, as price varies by country
International transaction fee.....	Two percent of U.S. dollar amount of transaction
Account closure fee (check issued).....	\$5.00
Legal Process Fee.....	\$100.00 (or such amount as may be set by law)

Most cardholder / account-owner fees may be paid by the employer.

Note: All cardholder / account-owner fees are subject to review and change.

\* ATM owners may choose to charge an additional convenience fee or surcharge (a sign should be posted at the ATM to indicate additional fees); however, ATMs displaying Bank of America signs will not charge any additional surcharge to CashPay cardholders.

\*\* Balance inquiries may not be available at all ATMs outside the United States

## **Payroll VISA Debit Card Program – Frequently Asked Questions**

**Q. I am already receiving my payroll by direct deposit. Will receive a payroll debit card?**

A. No. Only employees that receive their payroll by paper paycheck will be issued a payroll debit card for ongoing payroll payments.

**Q. I don't want a payroll debit card. What are my options?**

A. All employees will continue to be able to enroll in traditional direct deposit to receive their payroll funds. Employees that receive a payroll debit card can also change their payroll payment to another bank account (traditional direct deposit) at any time for future payroll disbursements.

**Q. I have had trouble getting a bank account in the past. Am I eligible for a payroll debit card?**

A. Yes. The card is an FDIC insured bank account, but it is not a checking account, so the bank anticipates being able to issue a card to all employees currently receiving paychecks. In very rare cases, the bank may not be able to issue a card and when this occurs we will address this on a case-by-case basis.

**Q. How and where will I receive my payroll debit card?**

A. Payroll debit cards will be distributed from the Payroll Office – just come to the office to pick up your paycheck as you are normally doing already and your card will be there for you when it is ready to be used. Although the Payroll Office will distribute your initial card, replacement cards and other cardholder customer services will be provided by Bank of America. The card is issued by Bank of America under the NSHE payroll debit card program, but it is an individual FDIC bank account issued, maintained and serviced by Bank of America.

**Q. Is the card a credit card and/or can I overspend the card balance and cause a bank overdraft?**

A. No! The card is a 'prepaid' debit card. Although it can be used for retail purchases as a credit card (where VISA cards are accepted), it is not a credit card and the bank does not permit overdraft spending on the payroll debit card.

**Q. Am I able to access the full value of my paycheck, or will I be required to pay fees to maintain the card that reduce the value of my paycheck?**

A. There are several ways to access the full value of your paycheck without incurring fees. The bank provides one free weekly cash withdrawal up to the full value in your account from any VISA member bank (including but not limited to Bank of America branches). Withdrawals can be made from Bank of America ATMs located within the United States without fees and the card can be used for US retail purchases (in stores and online) anywhere VISA is accepted without incurring fees. Of course, like any debit card or bank account, there are also transactions that may result in fees (such as, but not limited to, international transactions, non-Bank of America ATM transactions, and card replacements – a complete fee listing is attached to this FAQ and will also be provided when you receive your card.

**Q. Do I receive a new card each time I receive a payroll payment?**

A. No! Your card is re-loaded each time you receive a payroll payment.

**Q. What happens if I lose my card?**

A. Contact the Bank of America customer service and a replacement card will be issued – faster than a replacement for a lost paycheck. The fee for card replacement (in the U.S., standard delivery) is \$5.00.

**Q. What if my card is lost and I can't wait for the replacement card to arrive?**

A. Unlike lost paychecks which require a one week waiting period, you may arrange a 'fee-free' funds transfer to another bank account by accessing your debit card bank account via the Bank of America online banking service. Alternatively, Bank of America customer service can arrange an emergency cash transfer for you to receive cash prior to receiving your replacement debit card. There is a fee for this service.

**Q. What if my card is stolen or I suspect it has been used without my permission?**

A. You should treat your card with care. Guard the card account number and PIN number the same way you would cash or any credit card. Do not share your card number or PIN number with anyone. If you lose your card or believe it to be stolen, you must immediately contact Bank of America customer service personnel at 1-866-213-4074. Bank of America will cancel your old card, move the remaining balance to a new card, and then mail a new card to you at the address on file.