



Claimant

Guide for Reemployment Assistance Payment Method Options

Payments for Florida Reemployment Assistance benefits can be made through a direct deposit to your bank account, or through a Ways2Go debit card. You will be asked to choose your payment method during the claim filing process. You also have the option to change your preferred payment method once you are logged into CONNECT.

- 1- Please [click here](#) to access the CONNECT homepage.
- 2- Read the Claimant Warning Notice and select “I acknowledge I have read the above.”

The screenshot shows the CONNECT website interface. At the top left is the CONNECT logo (Florida Department of Economic Opportunity). At the top center is the DEO logo (Florida Department of Economic Opportunity). At the top right, the date is Saturday May 23 2020, with links for Print, Preview, English, Español, and Kreyol. Below the logos is a Logon section with a red asterisk indicating a required field. The main content area has a blue header for 'Translation Services' with links in multiple languages. Below that is a 'Warning Notice' section. The text of the warning notice is as follows:

CLAIMANT WARNING NOTICE
2-28-14
****WARNING****

This is a State of Florida computer system owned and operated by the Florida Department of Economic Opportunity (Department) and is for authorized use only. There is no right of privacy in this system and use of this system constitutes consent to monitoring, interception, recording, reading, copying, or capturing of all activities by authorized State of Florida public officials or their authorized agents. Information in this system is confidential and protected pursuant to section 42 U.S.C. subsection 653(j)(8)(C)(ii) and section 443.1715(1), Florida Statutes, and is confidential and exempt from section 119.07(1), Florida Statutes and section 24(a), Article 1 of the State of Florida Constitution. Anyone accessing this system or the information contained within this system that violates the provisions of section 443.1715(1), Florida Statutes, commits a misdemeanor of the second degree, which is punishable as provided in sections 775.082 or 775.083, Florida Statutes. Other state and federal penalties may also apply.

The link "I acknowledge I have read the above" is highlighted in blue and circled in red with a red circle containing the number 2. Below the link is a "Next" button.

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3- Log-in to CONNECT with your Social Security number or Claimant ID number and PIN.

4- Click on the “View and Maintain Account Information” tab.

5- Click the “Payment Method and Tax Withholding Options” link.

View and Maintain Account Information

[Change Password](#)
Change your UI Online password.

[Contact Information](#)
Establish, view and maintain contact information such as addresses, phone number, and contact method preferences.

[Payment History](#)
View historical payment information

[Payment Method and Tax Withholding Options](#)
View and update the payment method for benefit payment requests

[Child Support Summary](#)
Establish, view and maintain child support orders.

[Assign and Maintain TPR](#)
The Claimant may modify or terminate the current relationship with a Third Party Representative (TPR) or create a new TPR relationship.

[Weekly Benefit Details](#)
View Weekly Benefit Information. Displays history and details of requested weeks.

[Notification Settings](#)
View and maintain Proactive Notification settings

6- Verify that your banking information is correct or click the “Edit” button to change.

View and Edit Payment and Tax Withholding Options

Select the Edit button in the appropriate section to update the information that is currently on file.

Your Current Method of Payment

For Direct Deposit Users: If a payment is issued to your bank and your bank is unable to properly deposit the funds, those rejected funds will be deposited to a Florida Reemployment Assistance Way2Go Debit Card. If you do not already have an active card one will be issued to you within 7-10 business days and you will be required to review the debit card fee schedule.

Payment Option: **Direct deposit**
 Account Type: **Checking**
 Bank Name: **[REDACTED]**
 Routing Number: **[REDACTED]**
 Bank Account Number: **[REDACTED]**

[Payment Method Status](#) **Active**

[Edit](#)

[Click here to view a history of the claimant's payment method option changes](#)

Your Current Tax Withholding Option

Tax withholding selection: **No, do not withhold federal income tax from my benefits.**

[Edit](#)

- 9- If you choose “**Florida Reemployment Assistance Way2Go Debit Card**”, this will allow your Reemployment Assistance payments to be deposited directly into a Way2Go prepaid debit card account in your name. Please allow 7-10 business days to receive your card.

Current Method of Payment
Yes, withhold Federal income tax at the rate of 10%.

Manage Payment Options
Select a payment option below to change this claimant's method of payment.

Florida Reemployment Assistance Way2Go Debit Card*

Direct Deposit Information
Enter the following information only if you have chosen **direct deposit** as your payment method.

1. Select the bank account type: Checking Savings Prepaid Debit Card *

2. Enter the **Routing Transit Number**: [Redacted]

3. Click **Verify** to confirm your bank's name:

Bank Name: [Redacted]

4. Enter **Bank Account Number**: [Redacted]

5. Re-enter Bank Account Number: [Redacted]

* A card that can be reloaded with money multiple times.

Once your claim is established and determined payable, a Way2Go account will be set up in your name and a prepaid debit card will be sent to your mailing address. Again, this may take a minimum of 7-10 business days for your prepaid debit card to be delivered.

The prepaid debit card will be issued by mail after the first payment on your claim is made via debit.

If you have previously been issued a debit card, it is valid for three years from the initial issue date. Your previous card will receive deposits from your current claim. If you have lost your previous debit card and/or have not received your debit card and it has been more than 10 business days after your first debit payment, please contact our card provider at:

U.S.: 1-833-888-2780; International: 1-210-334-6615
(This includes Puerto Rico. This line is not toll-free.)



Reminder to Claim Your Weeks

Remember, in order to receive Reemployment Assistance benefits, you must claim your weeks, or request your benefits, every two weeks in CONNECT to confirm that you are still unemployed but able and available for work should it be offered. For additional questions and assistance about updating your payment information, please call the Reemployment Assistance customer service center at **1-833-FL-APPLY** (1-833-352-7759).

You may also [click here](#) watch a user-friendly video on how to update your payment option for Reemployment Assistance benefits.