

Payment Methods

Reemployment Assistance Process Guide



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Payment Methods

Reemployment Assistance Process Guide

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 your Reemployment Assistance application.

Direct Deposit to Bank Account

If you choose to have your benefits deposited into your checking or savings account, you will need to provide the Routing Transmit Number associated with your bank account and then verify your bank's name by clicking "Verify."

Once your bank is verified, you can enter your bank account information.

Ways2Go Debit Card

If you choose to have your benefits deposited onto a debit card, 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. It may take 7-10 business days for your card to be delivered.

Please note that fees may apply when speaking to a Ways2Go customer service representative, getting cash through an ATM, checking your balance at an ATM, and getting a replacement card. Review the Ways2Go fee schedule you received with your card or go online to <https://www.goprogram.com/goedcrecipient/#/>.

If you have previously been issued a Ways2Go debit card, it is valid for three years from the initial issue date, and 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 DEO's card provider at 833-888-2780.

You can check your balance online at <https://www.goprogram.com/goedcrecipient/#/>.

To Change Your Payment Method

If you want to change how you receive your benefit payments, you can no longer do this in CONNECT. To protect your account, DEO now requires that you call 866-232-3755. The representative will verify your identity and then assist you in making this change to your account.

Need More Help?

Public Library: Libraries can help with many things, including letting you use a computer, printer, copier, scanner, or fax machine. Some libraries also have staff available who may be able to help guide you through the application process.

Find your local library at <https://myfloridalibrary.com/find/>.

Florida Department of Economic Opportunity (DEO): You can contact DEO (<https://floridajobs.org>) online or by phone:

Online Contact Form

To contact DEO through their online contact form:

- Go to their website at <https://www.floridajobs.org>
- Choose **Reemployment Assistance Resources**
- Choose **? Reemployment Assistance Help Center**
- Choose **I am CLAIMANT**
- Complete the form based on your question

Call DEO

You can call the Reemployment Assistance Customer Service Center at 833-352-7759 or 850-245-7105.

DEO offers special assistance to people who do not speak English as their primary language and those who have a limited ability to read, speak, write, or understand English. They also provide special assistance to people who need help

filing a claim online because of legal reasons, computer illiteracy, language barriers, or disabilities.

We hope that you found this information helpful. Visit our YouTube channel at <https://tinyurl.com/2naxd95v> for more videos on applying for reemployment assistance benefits in Florida.