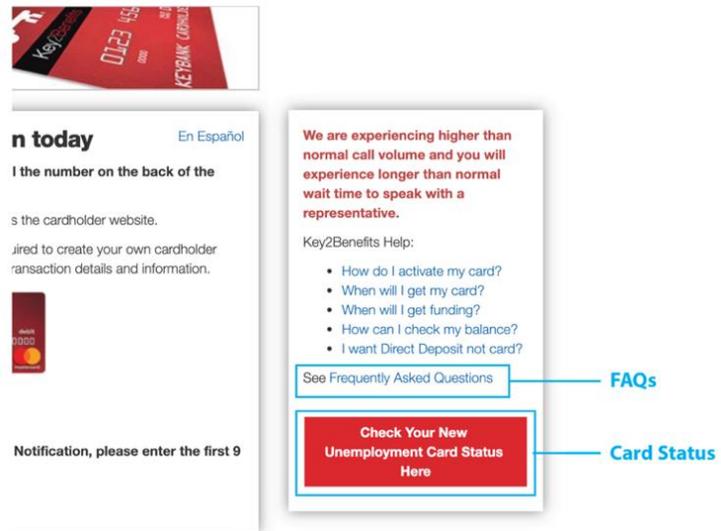


Greetings-

Our clients are always front-of-mind here at KeyBank. With the current surge in unemployment insurance payments from our state government clients, we understand the challenges you are facing. We are improving processes and tools every day to better serve you and your claimants, in hopes we can provide help to those who need it most during these unprecedented times.

Prepaid Card Status Search

We are happy to announce the release of the [Key2Benefits Prepaid Card Status](#) search on [Key2Benefits.com](#). With the recent increase in unemployment claims and inquiries involving card status, our call centers have been fielding calls, many of which can be resolved with this new feature.



Now, any claimant who has filed on or after March 1, 2020 can go directly to our website to check the status of their initial card enrollment. The process is as follows:

- Claimants will see a button in the bottom right-hand corner titled **“Check Your New Unemployment Card Status Here”** (See example to the right).
- When this button is clicked, claimants can enter their state, name, date of birth, last four digits of their Social Security Number, and a security code to check the progress of their initial card enrollment.
- Once that information is submitted, our database is queried for the card status with KeyBank and the information will appear on the screen.
- The status message lets claimants know if we:
 - Have not yet received their enrollment information from their state agency
 - Have received their enrollment information and are processing it
 - Have processed their enrollment and shipped the card with an anticipated arrival date
- We follow with instructions on next steps for the claimant (e.g. what the shipping envelope looks like, how to activate their card, etc.).

Enhanced Frequently Asked Questions

In addition, we have updated and enhanced our online [Key2Benefits Frequently Asked Questions](#). We have monitored email, call centers, and social media for the most common questions received, and provided detailed answers to these questions. Updates to additional questions will be refreshed on an ongoing basis. These questions provide step-by-step instructions so that your claimants will be able to resolve questions and issues on their own. Of course, all KeyBank service channels also have access to these questions and answers and can provide support to anyone who may ask for help.

If you have any questions regarding these new features, please reach out to us at your earliest convenience.

Thank you,

A handwritten signature in blue ink that reads "Charles White". The signature is written in a cursive style with a long horizontal flourish extending to the right.