

**Will Bank of America or DLLR contact me to request my account/PIN number(s)?**

In light of reports of various phishing scams, we want to remind you to be cautious if you receive any type of inquiries by phone or e-mail regarding your Bank of America Debit Card. Neither DLLR nor Bank of America will contact you under any circumstances to request your Debit Card account number and/or PIN. If you are contacted either by phone or e-mail and asked for information, do not respond.

**Schedule of Bank Fees**

Bank Fees for Maryland Unemployment Benefits Debit Card transactions will be charged to your Account as they occur on a daily basis.

SERVICES WITH NO FEES	
PURCHASE TRANSACTIONS	Fee
Purchase at Merchants (signed, using PIN, online, bill payment, phone, or mail purchases)	No Fee
ATM TRANSACTIONS*	Fee
Bank of America ATM Withdrawal (in the U.S.)	No Fee
ATM Balance Inquiries (all ATMs)	No Fee
Declined Transactions (ATMs only)	No Fee
OTHER SERVICES	Fee
Online, Automated, Live or International Customer Service Inquiry	No Fee
PIN Changes	No Fee
Account Alert Service	No Fee
Teller Cash Access (Available at financial institutions that accept Visa cards) (Limited to available balance only)	No Fee
Online Funds Transfer	No Fee
Mailed Account Statement	No Fee
Inactive Account	No Fee

SERVICES WITH FEES	
ATM TRANSACTIONS*	Fee
Non-Bank of America ATM Withdrawal (in the U.S.)	6 waived each month, \$1.25 per transaction thereafter
ATM Withdrawal International (all ATMs outside the U.S.)	\$1.50 per transaction
OTHER SERVICES	Fee
Card Replacement Domestic	No Fee for first replacement each year, \$3.00 thereafter
Card Replacement - Express Delivery (additional charge)	\$10.00 per request
Card Replacement International (outside the U.S.)	\$10.00 per request
International Transaction Fee	1.5% of U.S. Dollar amount of transaction
Emergency Cash Transfer (in the U.S.)**	\$15.00 per transaction

\*ATM owners may impose an additional "convenience fee" or "surcharge fee" for certain ATM transactions (a sign should be posted at the ATM to indicate additional fees); however, you will not be charged any additional convenience or surcharge fees at a Bank of America ATM. A Bank of America ATM means an ATM that prominently displays the Bank of America name and logo, except those that indicate they are operated by Cardtronics and sponsored by American State Bank. Balance inquiries may not be available at all ATMs outside the U.S.

An ATM Transaction Decline occurs when you request an amount greater than your balance or you incorrectly enter your PIN more than four times.

\*\*All Emergency Cash Transfers must be initiated through the Debit Card Customer Service Center.

Note: For any questions related to the above fee schedule, please call the Debit Card Customer Service Center at 1.855.847.2029, 1.866.656.5913 TTY, or 423.262.1650 (Collect, when calling outside the U.S.). If you have questions concerning unemployment insurance eligibility, please contact DLLR online at [www.mdunemployment.com](http://www.mdunemployment.com) or by calling:

410-949-0022 From Baltimore Area and Out-of-State  
 1-800-827-4839 Toll Free Outside Baltimore (but within Maryland)  
 For The Hearing Impaired: Contact Maryland Relay.

**Customer service is available 24/7 for inquiries about your card.**

Online: [www.bankofamerica.com/mduidebitcard](http://www.bankofamerica.com/mduidebitcard)

Phone (toll free): 1.855.847.2029

TTY (toll free): 1.866.656.5913

Outside U.S. (collect): 423.262.1650

Call immediately if your card is lost or stolen



**Your Maryland Unemployment Benefits Debit Card.**

See inside for more information about your card.



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