

## **Direct Deposit FAQ**

### **How do I enroll?**

Go to <http://www.kewes.ky.gov>

If you are a new claimant you will be asked what payment method you prefer during the normal claims filing process.

If you are an existing claimant and wish to change your payment method before filing a claim or requesting your benefits you may change your payment method by clicking on the **Payment Method** link

### **Does it cost anything to get direct deposit?**

No. There is no cost to enroll.

### **Once I enroll in direct deposit, can I opt out of it as well?**

Yes. Claimants can opt in or out of direct deposit at any time by changing their preferences for receiving benefits at kewes.ky.gov.

Claimants already receiving unemployment insurance benefits can opt into the program at any time online or by going into their local Employment and Training office for assistance.

### **Is direct deposit safe?**

Yes. It is safe. It is the same process used by most employers to pay their employees.

### **What if I change banks?**

Customers will be able to change bank information or accounts at any time by going into kewes.ky.gov and changing their direct deposit information.

### **Do I have to enroll in direct deposit every time I request a check?**

No. Once you have enrolled in direct deposit there is no need to enroll each time you request benefits, unless you wish to change the account information. Enrolling in direct deposit is different from requesting benefits. You must continue to request benefits every two weeks as usual.

### **Can I use a checking or savings account?**

Yes. You can elect to have benefits in either a checking or savings account. However dividing the deposit is not an option. When you enroll in direct deposit you can only enroll one account.

**My bank routing number showed a different name than my bank's name. Why?**

Banks are uniquely identified by their routing number. A bank's corporate name may not always be the same as their trade name, or the name on their building. Confirm the bank's routing number by looking on your check or confirming with a bank representative. Be certain the information you enter, when enrolling in direct deposit, is correct.