

## FREQUENTLY ASKED QUESTIONS (FAQs) AND IMPORTANT INFORMATION ABOUT THE CHASE DEBIT CARD PILOT PROGRAM

### GENERAL QUESTIONS ABOUT THE CHASE DEBIT CARD PILOT PROGRAM

**Why is OST offering a debit card?** The Office of the Special Trustee for American Indians (OST) has partnered with the U.S. Department of the Treasury and JP Morgan Chase Bank to offer this service because:

- ❖ OST is continually evaluating new services to offer Individual Indian Monies (IIM) beneficiaries;
- ❖ This optional debit card program may be a valuable service for beneficiaries who currently receive their trust payments by check and who don't have a bank account; and
- ❖ Transferring funds to beneficiaries electronically is a safer and faster way to provide trust payments to accountholders.

**Is the debit card program different than direct deposit?** Yes. Account holders with an existing relationship with a bank or credit union may continue to choose to receive their funds through an electronic transfer directly to their bank account. The debit card is an additional option for beneficiaries who wish to receive their IIM funds electronically, and may be particularly helpful for beneficiaries who do not have an existing bank account.

**How can I get information or enroll in the new Chase debit card pilot program and is enrollment free?**

Call the OST Trust Beneficiary Call Center toll free at 1-888-678-6836, if you have questions about the program or to request an enrollment packet. You also can visit the "What's New" tab on the OST web site at [www.doi.gov/ost](http://www.doi.gov/ost).

**Can I enroll in the new Chase debit card pilot program with my Fiduciary Trust Officer?** Yes.

**If I don't like the Chase debit card for any reason, can I close my debit card account?** Yes, you can stop participation in the debit card program at anytime and for any reason. Please call the Trust Beneficiary Call Center toll free at 1-888-678-6836 for assistance with this process. Any funds remaining on your card when you cancel will still be available for your use until they are depleted.

**How often will funds be transferred to my Chase debit card?** Every time trust funds are received by OST in your name, they will immediately be transferred to Chase for deposit into your debit card account. There is no minimum or maximum fund amount required for OST to transfer your funds to Chase.

**Is the money deposited into my new debit card account "trust" money?** No, just like funds provided to you through your IIM check(s) or Direct Deposit(s), once your money is transferred from OST to you or your debit card, it is no longer held in trust.

**How will I get my money?** Instead of receiving a check, OST will transfer your trust funds to Chase for automatic deposit into your Chase debit card account. Your funds are available for your use with your debit card as soon as Chase bank credits the funds to your debit card account. .

**Will I receive debit card account statements from Chase?** You will receive periodic statements from Chase showing your debit card account activity. Your statements will be sent to your mailing address unless you choose to receive your statements at an email address.

**Will I continue to receive account statements from OST?** Yes. OST will continue to send a quarterly statement to you. This statement will not show any activity from use of your debit card.

**Will OST know how I use my Chase Debit Card and where I spend my debit card funds?** No.

### QUESTIONS ABOUT FEES FOR USING THE CHASE DEBIT CARD

**Are there any fees for using the card?** All basic services are free. Some services cost additional fees which will be the responsibility of the debit card account holder.

**What services are free?**

- ❖ Enrollment in the debit card program.
- ❖ One cash withdrawal each month from any Chase ATM or Allpoint ATMs (An “enrollment packet” will provide general locations of Chase ATMs and Allpoint ATMs).
- ❖ Customer service 24 hours a day, seven days a week either on the telephone or Internet
- ❖ Point-of-sale (POS) transactions (or, using your debit card to purchase goods or services anywhere MasterCard® is accepted) including accessing cash from your debit card account at the time of purchase.

**What fees will Chase charge me if I use my debit card for additional services?**

- ❖ After the **first** free monthly ATM cash withdrawal, any additional ATM withdrawals during the month will cost \$1.50 each. (If you use your card at an ATM that is not owned by Chase or Allpoint that ATM will charge you a fee against your debit card account that varies in cost.)
- ❖ Any account balance inquiry at an ATM will cost \$0.75.
- ❖ Each Transaction that is denied will cost \$0.75.
- ❖ If there is no deposit into your debit card account or your card is not used at least once every 6 months, an inactivity fee of \$1.50/month will be charged until your card is used again (your balance will never drop below \$0 due to an inactivity fee).
- ❖ If your card is lost or stolen, a replacement card will cost \$5.00
- ❖ Any in-person transaction at a Chase bank will cost \$5.00

**How can I avoid these fees charged by Chase?** To avoid fees follow these recommendations:

- ❖ Get cash back from your debit card account when you make a purchase at a point-of-sale.
- ❖ Call Chase customer service to check your balance or look at your account activity on the Internet.
- ❖ Don't use ATMs other than those owned by Chase or Allpoint.
- ❖ Don't use an ATM to check your balance.
- ❖ Don't make more than one ATM withdrawal each month.

**QUESTIONS ABOUT USING YOUR NEW CHASE DEBIT CARD**

**Where can I use my new Chase debit card?** You can use your debit card:

- ❖ At an ATM for cash withdrawals or account balance inquiries (please note the information on possible fees above).
- ❖ At retail locations where MasterCard® is accepted to make purchases or to get cash from your debit card account.
- ❖ At Post Offices to purchase stamps, mail supplies, and money orders.
- ❖ To make purchases by phone or on the Internet.

**How can I use my debit card to get cash?** You can withdraw funds from an ATM (please note that most ATMs only dispense funds in increments of \$10 or \$20), or you can request cash from your account when you use your card to make a purchase anywhere MasterCard® is accepted. If you would like to withdraw an amount other than that normally dispensed by an ATM from your account, you should request your funds during a point-of-sale transaction.

**Do I need to know the balance on my Chase debit card account in order to make a purchase?** It is very important for you to know the balance on your new debit card before making purchases, so that you won't have your transaction denied. You can only use your debit card to spend the amount that you have in your debit card account. Merchants will not have access to information about your account balance.

**Can I buy gas at the pump with my new Chase debit card?** It is recommended that you pay for your gas at the cashier instead of at the pump to ensure that only the amount of your purchase is deducted from your card. Using your debit card at the pump may place a hold on additional funds in your account until your gas purchase clears. If this happens, you may not be able to utilize the full amount of your debit card account until the hold is lifted. It is very important for you to know the balance on your new debit card before making purchases. Call Chase Customer Service or access information on your account balance online.

**FOR MORE INFORMATION  
PLEASE CALL THE OST TRUST BENEFICIARY CALL CENTER at 1-888-678-6836**