**During Julie Lord’s presentation, ESAC committee members asked some questions that Julie promised to research after the meeting:**

Question: What is the percentage of new unemployment claims that ESD receives where claimants have not provided all of the necessary information and/or there appears to be a potential issue or problem that ESD needs to look into prior to issuing the payment?

* Answer: 44% of all new claims

Question: Julie mentioned that ESD’s Unemployment Insurance Customer Support division is hiring 30 people who will answer basic questions and triage incoming customer service calls. When does the triage team start?

* Answer: Onboarding starts Thursday, August 16th, then training starts Monday, August 20th and lasts for two weeks. The triage team will start taking calls on Tuesday, September 4th.

Question: Julie explained that as of August 1st, new claimants will no longer be able to get paper benefit checks. Instead, they will need to choose between receiving their unemployment insurance benefit payments through direct deposit or by debit card. In regard to this change, how many and which financial institutions will accept the ESD benefit debit cards?

* Answer: These cards are accepted at the [1,500 KeyBank branch ATMs](https://www.key.com/locations/index) across the country, including 157 Key Bank branches in Washington. They are also accepted at the [55,000 ATMs that are part of the worldwide Allpoint network](http://www.allpointnetwork.com/locator.aspx), which includes but is not limited to Safeway, Target, Costco, Walgreens, gas station minimarts and convenience stores.

Question: Which major financial institutions will not accept the ESD benefit debit cards?

* Answer: In regard to the major financial institutions that do not accept these debit cards: ESD does not have a list of these financial institutions, because most financial institutions will accept these debit cards. In fact, debit Mastercards are widely accepted. It’s rare for vendors to not accept them, unless you’re at a cash-only location like a farm stand or something like that.

Question: Regarding ESD’s fraud prevention and detection activities, what is ESD’s collection recovery rate on the employer tax and benefit overpayments?

* Answers:
  + Employer tax – ESD recovers approximately 96.3% of total delinquent tax dollars.
  + Benefit overpayments – ESD recovers approximately 68% of benefit overpayments.