

INFORMATION NOTICE

WORKFORCE SERVICES

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TO: WORKFORCE DEVELOPMENT COMMUNITY

SUBJECT: EDD DEBIT CARD PHISHING SCAMS

The purpose of this Information Notice is to advise workforce development community staff that the Employment Development Department (EDD) has received inquiries regarding possible “phishing” activities related to Bank of America issued EDD Debit Cards. “Phishing” is defined as an attempt to obtain financial or other confidential information from individuals by masquerading as a trustworthy entity (e.g. bank, government entity, insurance company).

Recently, EDD claimants have reported being asked for confidential information related to their Bank of America issued debit cards. It should be advised that the EDD and Bank of America will never contact a claimant to ask for their EDD Debit CardSM account number and/or personal identification number (PIN). If claimants state they were contacted by telephone, staff should advise claimants not to respond to the call. If claimants state they have already provided information, staff should direct them to immediately contact the Bank of America EDD Debit Card Customer Service Center at 1-866-692-9374 to report the incident. If claimants state they were contacted by mail, staff should refer claimants to the EDD’s 1-800-300-5616 telephone number. After the claimant calls this number, the Unemployment Insurance (UI) Branch staff will direct the claimant to fax the letter to them.

The EDD’s Debit Card page, Facebook and Twitter social media accounts, have been updated to advise claimants against providing EDD Debit CardSM or PIN information to anyone.

/S/ MICHAEL EVASHENK, Chief
Workforce Services Division