



**Governor's Office of
Homeland Security &
Emergency Preparedness**

JOINT INFORMATION CENTER

FOR IMMEDIATE RELEASE

August 29, 2012

**Debit Card Fees Waived This Week For Unemployment Claimants,
Some DCFS Program Recipients**

BATON ROUGE – The Louisiana Workforce Commission and the Louisiana Department of Children and Family Services announced that Chase will waive fees to assist families and individuals affected by Hurricane Isaac.

DCFS programs include Strategies to Empower People Program (STEP), Child Support Enforcement and Child Care Provider payments.

Chase continues to work with the agencies to help benefits recipients cope with disruptions and hardships caused by Hurricane Isaac. Chase announced it will waive the following fees incurred from Tuesday, Aug. 28, through Friday, Aug. 31:

- ATM withdrawal fees
- ATM balance inquiry fees
- Non-sufficient funds denial fees
- Customer service fees

“Chase has assured us that their telephone bankers have been empowered to go the extra mile for customers of both agencies” said LWC Executive Director Curt Eysink.

For example, customers affected by the storm who request an expedited replacement card won't have to pay the customary \$15 fee.

-more-

"Waiving fees will maximize the resources available to these Louisiana families as they recover from the affects of Hurricane Isaac," said DCFS Secretary Suzy Sonnier.

Chase bankers also will assist customers in locating open bank branches, operating ATMs and reaching the American Red Cross.

Cardholders with banking questions for Chase can call 1-866-795-5926 if they receive unemployment insurance benefits. For banking questions regarding DCFS programs, they should call (888) 997-1117.

Anyone with unemployment claim questions should call the LWC at 1-866-783-5567, or visit www.laworks.net. Anyone with questions about DCFS programs should call 888-LA-HELPU (888-524-3578).

###