



Care 4 Kids  
1344 Silas Deane Highway  
Rocky Hill, CT 06067

August 11, 2017

## **IMPORTANT INFORMATION ABOUT UPCOMING CHANGES TO YOUR JP MORGAN CHASE VISA DEBIT CARD**

This fall the Care 4 Kids Program will be converting to KeyBank® for debit card services. As part of this transition, you will be issued a new debit card – the Key2Benefits® card. Like your existing card, the Key2Benefits card will provide convenient, safe and secure access to your funds.

### **What do I need to do to prepare for this change?**

Nothing at this time. Just be aware this change is coming. If you've moved and have not provided Care 4 Kids with your new mailing address, please contact Care 4 Kids at 1-888-214-5437 or through our website at <http://www.ctcare4kids.com/contact-us/>. We will need to update your mailing address to ensure your Key2Benefits card is mailed to the correct location.

### **When will I receive my new Key2Benefits card?**

You will receive your new Key2Benefits card by mid-September.

### **When will I receive my first deposit to my new Key2Benefits card?**

Care 4 Kids will begin depositing to your new Key2Benefits card at the end of September. You will receive another notice this fall to alert you of the exact date.

### **Should I stop using my JP Morgan Chase VISA card now?**

**NO, continue to use your existing card to access your funds.** You will continue to receive deposits to your JP Morgan Chase VISA debit card until the end of September. You will receive another notice this fall to alert you of the exact date that deposits will start going to your Key2Benefits card. Continue to use your JP Morgan Chase VISA card until you no longer have funds available.

**Will I be able to use the Key2Benefits card the same way I currently use my JP Morgan Chase card?**

Yes, the Key2Benefits card offers even more ways for you to access and manage your funds without incurring a fee. The Key2Benefits card offers:

- **No charge** for ATM withdrawals at KeyBank, People's United Bank and Allpoint ATMs.
- **Free** Point of Sale purchases, with the cashback option (at participating retailers) for PIN based transactions.
- Teller withdrawals at **any** Mastercard member bank (including all KeyBank locations).
- **No charge** to transfer funds to a personal checking or savings account.
- **No charge** to contact Key2Benefits Customer Support.
- **Free** account alerts via text or email.

**What are my other options for receiving my payments?**

Providers may switch to Direct Deposit. If you are interested in switching to Direct Deposit, log into the Care 4 Kids secure Provider Portal at <https://providers.ctcare4kids.com/> and update your payment method.

You will receive a second notice; please review the information carefully as it will provide instruction on what actions you will need to take to activate your debit card and to have access to your funds. In the meantime, please contact Care 4 Kids at 1-888-214-5437 or at <http://www.ctcare4kids.com/contact-us/> if you have any questions.

Thank you.