

Frontline Worker Pay Program payment FAQs

Payment information

1. When will payments begin?

ACH (automated clearing house) direct deposit payments will begin processing Oct. 5, 2022.

For ReliaCard debit card payments requested at the time of application, ReliaCards will begin being processed Oct. 5, 2022. Allow up to three weeks for shipping and delivery.

ACH direct deposit

2. What happens if my bank information is incorrect?

If your direct deposit was unsuccessful, you will receive an email message with instructions to update your banking information. You will have until 5 p.m. (CT), on Oct. 21, 2022, to update your bank account information.

3. How many payment attempts will be made?

We will attempt direct deposit twice. If the direct deposit is still unsuccessful after the second attempt, we will mail you the full amount on a ReliaCard debit card from U.S. Bank using the address in your application. The first attempt will be made Oct. 5, 2022; the second attempt will be made Oct. 26, 2022. If both attempts fail, a ReliaCard debit card will be sent in November.

4. How quickly will I receive my ACH payment?

If the ACH payment was successful, you will receive your payment within five business days after payments begin processing.

5. How can I see the status of my application for Minnesota Frontline Worker Pay?

To see the status of your application, visit frontlinepay.mn.gov and then log into your account.

6. How can I get help?

To check the status of your ReliaCard, call U.S. Bank cardholder services at 855-282-6161.

ReliaCard debit cards

7. How do I check the status of my ReliaCard delivery?

To check the status of your ReliaCard, call U.S. Bank cardholder services at 855-282-6161. You will be asked for the phone number associated with your account for easy access. If you choose to speak to an agent, they will request information about you to verify your identity before providing any information.

8. What do I do if I do not receive my ReliaCard?

If you do not receive your ReliaCard by Oct. 28, 2022, you can call U.S. Bank cardholder services for assistance at 855-282-6161. These agents will be able to tell you whether your card has been sent and the address to which it was sent. To receive this information, you will be asked to verify your identity. If you call to report your ReliaCard as lost or stolen, you will be required to deactivate the card to take any further action.

9. If a ReliaCard debit card is returned due to an incorrect address, will I be notified it was not deliverable?

No, you will not be notified. If a card is returned due to an incorrect address, the applicant must call U.S. Bank cardholder services for assistance at 855-282-6161. All applicants who requested payment via the ReliaCard should wait until after Oct. 28, 2022, to call to check on the status of a ReliaCard.

10. How do I update the address information with U.S. Bank?

To update your address information, log into your online account at usbankreliacard.com or call U.S. Bank cardholder services at 855-282-6161. You may be asked for information to confirm your identity.

If you have moved and completed a change of address form with the United States Postal Service, your mail, including your ReliaCard, will be forwarded to you at your new address.

11. How many times will U.S. Bank attempt to reissue ReliaCards?

U.S. Bank does not automatically send a replacement card or contact the applicant if there are continuing delivery issues. For help, call U.S. Bank cardholder services at 855-282-6161.

12. How do I activate my ReliaCard?

To activate your ReliaCard, you must have your physical card. U.S. Bank will also need:

- the last four digits of the applicant's Social Security number; and
- the three-digit CV2 code on the back of their card.

You can activate your card online at usbankreliacard.com or by calling the phone number on the back of the card for assistance.

13. Are there fees for reissuing a ReliaCard?

Card replacement for a ReliaCard within the first year is free. After the first year, the replacement fee is \$5.

14. How long will it take to reissue a ReliaCard?

It takes up to 10 business days to reissue a ReliaCard.

15. Can I request a replacement card faster?

Yes, you can request an expedited replacement card for a \$15 fee.

16. How long before the payment is sent to unclaimed property?

U.S. Bank turns abandoned funds over to state authorities based on state of residency. For Minnesota it is three years. For Wisconsin it is five years.

17. Do I need to wait until the ReliaCard is returned before I can update my address?

After U.S. Bank has your card registered, you can change your address at any time in your online account or by calling U.S. Bank cardholder services at 855-282-6161.

18. How do I get a replacement card?

If you need a replacement card, you may contact U.S. Bank cardholder services at 855-282-6161. Cardholders can also get a replacement card from the cardholder website at usbankreliacard.com.

19. How do I update my card's address or name?

To update your information, visit usbankreliacard.com or contact U.S. Bank cardholder services using the phone number on the back of the card.

Payment calculation

20. How was the payment per eligible applicant calculated?

The \$500 million Frontline Worker Pay appropriation was divided by the total approved applicants to arrive at the payment for each eligible applicant. Each payment was rounded down to the nearest \$.05.

- Frontline Worker Pay appropriation: \$500,000,000
- Total approved applicants: 1,025,655

- Payment for each eligible applicant: \$487.45

21. How much money remains in the Frontline Worker Pay Program?

There were 1,025,655 applicants approved for a frontline worker payment. After rounding each payment to \$487.45, \$44,470 remains.

22. What will the remaining funds be used for?

The remaining funds will be held in reserve, which is a standard practice in business operations. For a program with this magnitude of payments, these funds would be available in the unlikely event an issue may arise during the distribution of funds.

23. Can people still appeal a denial?

No, the Frontline Worker Pay law allowed for a 15-day appeal period and provides that decisions on appeal are final. The 15-day appeal period ran from Aug. 16 through 31 (by 5 p.m. CT).