

Cov Lus Nug Heev Tshaj Plaws (FAQs) txog kev them nyiaj rau cov neeg ua hauj lwm phom sij (Frontline Worker Pay)

Ntaub ntawv qhia txog kev them nyiaj

1. Thaum twg mam pib them nyiaj?

Kev them nyiaj es xa ncaj qha mus rau hauv koj lub thab nas qhas (ACH (automated clearing house) direct deposit) yuav pib xa thaum lub Kaum Hli ntuj hnuv tim 5, 2022.

Ntawm qhov es tau txais ib daim khaj hu ua ReliaCard debit card payments koj xav tau thaum ua ntawv thov kev pab, daim khaj muaj nyiaj nyob hauv hu ua ReliaCard yuav pib muab xa tuaj thaum lub Kaum Hli ntuj hnuv tim 5, 2022. Pub sij hawm kom ntev li peb as thiv siv los npaj thiab xa tuaj.

Them ncaj qha mus hauv thab nas qhas (ACH direct deposit)

2. Yuav ua cas yog tias kuv kuv ntaub ntawv txog kuv lub thab nas qhas tsis thwj lawm?

Yog tias xa tsis tau ncaj qha mus rau koj lub thab nas qhas, koj yuav tau txais ib tsab ntawv hauv email nrog rau cov kev cov qhia kom koj mus kho tau cov ntaub ntawv ntawm koj lub thab nas qhas. Koj muaj sij hawm txog 5 p.m. (CT), rau lub Kaum Hli ntuj hnuv tim 21, Oct. 2022, kom kho tau cov ntaub ntawv tshiab ntawm koj tus account hauv koj lub thab nas qhas.

3. Yuav sim xa ncaj qha mus them pes tsawg zaus?

Peb yuav sim xa ncaj qha mus ob zaug. Yog tias kev xa ncaj qha mus hauv thab nas qhas xa tsis tau zaum thib ob thiab, peb yuav muab tag nrho qhov nyiaj ntawd tso rau ib daim khaj ReliaCard debit card los ntawm lub tuam txhab U.S. Bank es xa tuaj rau koj ntawm lub chaw nyob koj sau rau hauv daim ntawv thov kev pab. Thawj qhov kev sim yuav ua rau Lub Kaum Hli 5, 2022; kev sim zaum thib ob yuav ua rau Lub Kaum Hli 26, 2022. Yog tias ob qho kev sim ua tsis tiav, daim npav rho nyiaj ReliaCard yuav raug xa mus rau lub Kaum Hli Hlis.

4. Kuv yuav tau txais qhov nyiaj them xa ncaj qha tuaj hauv thab nas qhas (ACH payment) sai npaum cas?

Yog tias xa tau ncaj qha tuaj hauv thab nas qhas (ACH payment) es tsis daig, koj yuav tau txais qhov nyiaj ntawd tsis dhau tsib hnuv tom qab pib xa cov nyiaj tuaj lawm.

5. Kuv yuav ua li cas thiaj li pom tias kuv daim ntawv thov kev pab nyiaj rau qhov ua hauj lwm phom sij (Minnesota Frontline Worker Pay) nyob rau them twg lawm?

Yuav kom pom tias koj daim ntawv thov kev pab nyiaj nyob rau theem twg lawm, mus saib hauv frontlinepay.mn.gov thiab nkag mus rau koj tus account.

6. Kuv yuav nrhiav tau kev pab li cas?

Yuav kom tshawb nrhiav kom pom tias koj daim khaj ReliaCard muaj nyiaj nyob hauv puas tau xa tuaj, hu rau qhov chaw tuav cov khaj hu ua U.S. Bank cardholder services ntawm 855-282-6161.

Daim khaj hu ua ReliaCard debit cards

7. Kuv yuav tshawb nrhiav kom pom tias kuv daim khaj ReliaCard muaj nyiaj nyob hauv puas tau xa tuaj es nrhiav li cas?

Yuav kom tshawb nrhiav kom pom tias koj daim khaj ReliaCard muaj nyiaj nyob hauv puas tau xa tuaj, hu rau qhov chaw tuav cov khaj hu ua U.S. Bank cardholder services ntawm 855-282-6161. Yuav nug koj txog tus xov tooj koj siv es muaj feem xyuam txog koj tus account kom thiaj li nrhiav tau yooj yim. Yog tias koj xaiv qhov es nrog ib tug neeg sawv cev tham, lawm yuav nug kom koj qhia txog koj tus kheej kom paub tseeb tias koj yog leej twg ua ntej lawv yuav qhia tej yam rau koj.

8. Kuv yuav ua li cas yog tias kuv tsis tau txais daim khaj ReliaCard?

Yog tias koj tsis tau txais daim khaj ReliaCard tsis pub dhau lub Kaum Hli hnuv tim 28, 2022, koj yeej hu tau rau qhov chaw tuav cov khaj hu ua U.S. Bank cardholder services ntawm 855-282-6161. Cov neeg sawv cev yuav qhia tau rau koj seb koj daim khaj puas tau xa tuaj thiab lub chaw nyob twg es tau xa daim khaj tuaj lawm. Yuav kom tau txais cov kev qhia nov, yuav nug kom koj qhia kom paub meej txog koj tus kheej. Yog tias koj hu tuaj vim yog koj daim khaj ReliaCard tau pawv lawm los yog raug nyiaj, koj yuav tsum tau muab daim khaj ntawd ua kom siv tsis tau nws lawm (deactivate) es mam li ua lwm qhov txheej txheem ntxiv mus.

9. Yog tias koj daim Khaj ReliaCard rov qab muab xa tuaj vim yog lub chaw nyob tsis yog lawm, puas yuav muaj kev ceeb toom qhia rau kuv tias tsis muaj peev xwm xa tuaj txog kuv?

Tsis, koj yuav tsis muaj kev ceeb toom qhia. Yog tias ib daim khaj raug muab xa rov qab tuaj vim yog lub chaw nyob tsis thwj lawm, tus neeg ua ntawv thov yuav tsum tau hu rau qhov chaw tuav cov khaj hu ua U.S. Bank cardholder services koj tau kev pab ntawm 855-282-6161. Tag nrho cov neeg ua ntawv thov es xav kom tau kev them nyiaj xa daim khaj ReliaCard tuaj yuav tsum tau tos kom txog hnuv tom qab lub Kaum hli ntuj hnuv tim 28, 2022, mam li hu mus nug seb daim khaj ReliaCard ua li cas rau lawm.

10. Kuv yuav ua li cas thiaj li qhia tau qhov chaw nyob tshiab rau U.S. Bank?

Kom qhia tau qhov chaw nyob tshiab, nkag mus rau koj qhov online account ntawm usbankreliacard.com los

yog hu rau qhov chaw tuav cov khaj hu ua U.S. Bank cardholder services ntawm 855-282-6161. Tej zaum kuj yuav nug kom koj qhia txog koj tus kheej kom paub tseeb tias koj yog leej twg.

Yog tias koj khiav chaw nyob thiab twb yeej ua daim ntawv pauv chaw nyob tshiab mus rau lub pais xab nis xa ntawv hauv teb chaws Meskas lawm, koj cov ntaub ntawv xa tuaj nrog rau koj daim khaj ReliaCard, yuav muab xa tuaj rau koj lub chaw nyob tshiab.

11. Pes tsawg zaus es lub tuam txhab U.S. Bank yuav sim xa dua ib daim khaj ReliaCard tshiab?

Lub tuam txhab U.S. Bank yuav tsis cia li xa ib daim khaj tshiab hloov daim qub los yog tiv tauj mus rau tus neeg ua ntawv thov kev pab yog tias muaj teeb meem txog qhov xa tuaj. Kom tau kev pab, hu rau qhov chaw tuav cov khaj hu ua U.S. Bank cardholder services ntawm 855-282-6161.

12. Kuv yuav ua li cas thiaj li qhib (activate) kom siv tau kuv daim khaj ReliaCard?

Kom qhib (activate) kom siv tau koj daim khaj ReliaCard, koj yuav tsum tau muaj daim khaj ntawm koj txhais tes. Lub tuam txhab U.S. Bank kuj yuav tsum tau paub:

- plaub tej lej social security nram kawg ntawm tus neeg ua ntawv thov kev pab; thiab
- peb tug lej cim CV2 code nyob nram qab ntawm lawv daim khaj.

Koj yeej qhib (activate) kom siv tau koj daim khaj ReliaCard hauv online ntawm usbankreliacard.com los yog hu rau tus xov tooj nyob nram qab ntawm koj daim khaj kom pab tau koj.

13. Puas muaj ib qho nqi tsub rau qhov es rov xa ib daim khaj reliaCard tshiab?

Xa ib daim khaj ReliaCard tuaj hloov daim qub ntawm thawj lub xyoos mas dawb xwb. Tom qab thawj lub xyoos lawm, xa daim tshiab tuaj hloov mas qhov nqi yog \$5.

14. Yuav siv sij hawm ntev npaum cas rau qhov es xa ib daim khaj reliaCard tshiab?

Nws yuav siv sij hawm ntev li 10 hnuv es yog cov hnuv ua hauj lwj xa ib daim khaj reliaCard tshiab tuaj.

15. Kuv puas nug kom xa tau daim khaj hloov tshiab koj sai zog?

Tau, koj yeej nug koj xa tau daim khaj hloov tshiab tuaj koj sai es tus nqi yog \$15.

16. Yuav ntev npaum cas ua ntej cov nyiaj mam li muab xa mus rau qhov chaw es xam tias tsis muaj neeg lees?

Lub tuam txhab U.S. Bank muab cov nyiaj es tsis muaj neeg lees xa mus rau lub xeev cov neej muaj xiv raws li qhov es nyob tau ntev los luv hauv lub xeev. Rau lub xeev Minnesota nws yog peb lub xyoos. Rau lub xeev Wisconsin nws yog tsib lub xyoos.

17. Kuv puas yuav tsum tau tos kom kuv daim khaj ReliaCard rov muab xa tuaj rau qhov chaw xa ua ntej kuv kho kuv lub chaw nyob tshiab?

Tom qab lub tuam txhab U.S. Bank muab koj daim khaj cuv npe tag lawm, koj yeej hloov tau koj lub chaw nyob tshiab lub sij hawm twg los tau hauv koj tus online account los yog hu rau qhov chaw tuav cov khaj hu ua U.S. Bank cardholder services ntawm 855-282-6161.

18. Kuv yuav ua li cas thiaj li tau ib daim khaj tshiab hloov daim qub?

Yog tias koj xav tau ib daim khaj los hloov daim qub, koj yeej tiv tauj tau rau qhov chaw tuav cov khaj hu ua U.S. Bank cardholder services ntawm 855-282-6161. Cov neeg muaj daim khaj yeej nug kom tau ib daim khaj tshiab los ntawm cov neeg muaj daim khaj lub vas sab ntawm usbankreliacard.com.

19. Kuv yuav ua li cas thiaj li kho tau lub chaw nyob tshiab rau kuv daim khaj los yog kho lub npe tshiab?

Yuav kom kho tau koj cov ntaub ntawv tshiab, mus saib hauv usbankreliacard.com los yog tiv tauj rau qhov chaw tuav cov khaj hu ua U.S. Bank cardholder services siv tus xov tooj nyob nram qab ntawm koj daim khaj.

Laij kev them nyiaj

20. Muab laij li cas kom paub tias ib tug neeg ua ntawv thov es tsim nyog tau qhov nyiaj pab nov tau npaum li cas.

Qhov \$500 lab nyiaj es npaj siv los them rau cov neeg ua hauj lwm phom sij (Frontline Worker Pay) muab faib rau tag nrho cov neeg ua ntawv thov es muaj kev pom zoo rau pab es paub tias ib tug neeg tsim nyog tau kev pab tau npaum cas. Ib qho nyiaj es them muab txav mus kom qis rau qhov ze tshaj plawm ntawm \$.05.

- . Pob nyiaj muab los them cov neeg ua hauj lwm phom sij (Frontline Worker Pay) yog: \$500,000,000
- a. Tag nrho cov neeg ua ntawv thov es pom zoo pub kev pab rau yog: 1,025,655
- b. Nyiaj them rau ib tug neeg ua ntawv thov es tsim nyog tau yog: \$487.45

21. Cov nyiaj ho seem npaum cas los ntawv qhov program pab nyiaj them rau cov neeg ua haum phom sij?

Nws muaj li 1,025,655 tus neeg ua ntawv thov es pom zoo them nyiaj rau qhov ua hauj lwm phom sij (frontline worker payment). Tom qab them ib tug neeg yog raug li \$487.45, ces \$44,470 yog qhov nyiaj es seem.

22. Qhov nyiaj es seem nov yuav muab siv ua dabtsi?

Qhov nyiaj es seem nov yuav muab ceev cia faj seeb, es yeej yog ib qhov txheej txheem ib txwm siv ntawm cov lag luam. Rau ib qho program es them nyiaj npaum li nov, cov nyiaj nov muab ceev faj seeb tseg tsam ho muaj tej yam xwm txheej tshwm sim thaum tab tom faib cov nyiaj nov tawm.

23. Ua li cov tib neeg puas tseem tawm tsam tau qhov kev txiav txim?

Tsis tau lawm, tsab cai ntawm qhov nyiaj them nyiaj rau qhov ua hauj lwm phom sij (frontline worker payment) pub 15-hnub ntawm cov hnub tso cai rau tawm tsam thiab qhov kev txiav txim txog qhov kev tawm tsam ntawd ces yog qhov xaus. 15-hnub es ntawm cov hnub tso cai rau tawm tsam yog thaum lub Yim hli 16 txog ntua Yim Hli 31 (tsis pub dhua 5 p. m. CT).