

Please be informed that Bank of America is terminating its debit card program on August 31, 2023. The last day that NYCHA will be able to send Section 8 subsidy payments to debit cards is May 1, 2023. Therefore, to receive Housing Assistance Payments (HAP) after May 1, Owners must **change their payment method to direct deposit and provide banking information in NYCHA's Owner Extranet** <https://eapps.nycha.info/Owners/login.aspx> by clicking on the "Direct Deposit" tab.

There are two easy ways to update the default payment method with NYCHA:

1. Log on to the NYCHA Owner Extranet at <https://eapps.nycha.info/Owners/login.aspx> and click on the "Direct Deposit" tab, or
2. Complete and submit a direct deposit form.

The payment method must be updated as soon as possible so there is no interruption to the receipt of payments. If the payment method information is not updated by May 15, 2023, Section 8 subsidy payments will not be received.

Bank of America has advised NYCHA that cardholders must withdraw any remaining balance from their card by August 31, 2023. This can be done by:

- 1). Withdrawing funds via ATM
- 2). Using debit cards for point of sale or internet purchases, or
- 3) Processing a full balance transfer to another bank account or receiving a check by:
 - a. Logging into bankofamerica.com/governmentcard, or
 - b. Calling the customer service phone number on the back of the card (866-213-4074).

For any difficulties redeeming the debit card balance, please call the Bank of America Customer Support team at 866-213-4074. Please note that Bank of America's Customer Support line will no longer operate once the debit card program terminates on August 31, 2023.

For any remaining funds on debit cards as of the August 31, 2023 termination date, Bank of America will mail checks in the amount of the remaining card balances to the address of record in the bank's system. If there is no address associated with an account or the check is mailed to an incorrect address and becomes lost, or expires uncashed, it will be sent to New York State as per the State's escheatment rules.

(More information about that process is available at <https://www.osc.state.ny.us/unclaimed-funds>).

Please direct all questions to NYCHA's Landlord Outreach Unit at 212-306-4153.

More information regarding the termination of this debit card program will be received directly from Bank of America in early June 2023.

Sincerely,
The New York City Housing Authority

Recap of the important dates:

Date	Event
May 1, 2023	The last day that NYCHA will be able to send Section 8 subsidy payments to debit cards.
May 15, 2023	If payment information for direct deposits is not updated with NYCHA by this date, Section 8 subsidy payments will be suspended.
May 31, 2023	Bank of America will mail out formal notice regarding the termination of their debit card program, noting that users will have 90 days to spend down or transfer any remaining funds off their debit card (if they don't, a check for the remaining balance will be mailed to them).
August 31, 2023	The last day that Debit Cardholders can transfer remaining funds from the debit card to an alternate bank account. Alternatively, Cardholders may spend down all of the balances on the debit card prior to 8/31/23. Bank of America's Debit Card Program officially terminates on this day. Bank of America will begin the process of mailing out checks to the Cardholders in an amount equal to the remaining balances on the cards.