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February 5, 2021

Brian Putler  
State and Local Government Relations, Western Region  
Bank of America  
555 Capitol Mall, Suite 490  
Sacramento, CA 95814

**RE: EDD Hearing Follow Up Questions**

Dear Mr. Putler,

Thank you for attending last week's Assembly Budget Subcommittee #4 informational hearing on oversight of the Employment Development Department's (EDD) unemployment insurance program. During the hearing, members had questions that Bank of America representatives were not able to answer at the time. Below is the list of questions:

1. How long does it take to process identification verifications for the cards frozen by Bank of America due to fraud from the first freeze of 350,000 cards? What is the general timeline for claimants to get their card unfrozen and be able to access those benefits on their account?
2. What are the number of cards that have been frozen by Bank of America? How many has Bank of America unfrozen? How many fraud claims have been rejected?
3. What percentage of claimants that have had their cards frozen by Bank of America due to suspected fraud are actually legitimate and are actually fraudulent? If their claim is legitimate, how quickly can these claimants expect a resolution?
4. How does Bank of America report cases as resolved? If Bank of America is directing claimants to call EDD, does that constitute a call being resolved?
5. How much money has Bank of America made from the EDD contract in years prior to 2020?

6. How many claimants are receiving payments?

We would appreciate your prompt response to these questions by **Friday, February 19, 2021**. These questions help us understand what measures EDD and Bank of America have taken to reduce fraudulent payments and unfreeze claims for legitimate claimants.

We hope that Bank of America will work with the Assembly on finding solutions to the issues identified during the hearing in order to ensure that Californians needing unemployment insurance are receiving their benefits in a timely manner. If you have any questions, please do not hesitate to contact my office at (916) 319-2051.

Sincerely,

A handwritten signature in black ink, appearing to read 'Wendy Carrillo', written in a cursive style.

Wendy Carrillo  
Chair, Assembly Budget Subcommittee #4