



## COVID-19 (Coronavirus) Information

[GoDirect.gov/gpw/covid19](https://www.godirect.gov/gpw/covid19)

Updated April 24, 2020

## COVID-19 Update:

### Your benefit payments will continue to be on time.

We're all seeing disruptions due to the new coronavirus, or COVID-19. But be assured: Your federal benefit payments will still be on time.

With direct deposit or your Direct Express® card, your payments are reliable and secure. You can count on them in any situation.

That's why we encourage everyone to get their benefit payments electronically. You can sign up for either direct deposit

by visiting [GoDirect.gov](https://www.godirect.gov) or the Direct Express® debit card by calling 1-800-333-1795 (toll-free).

During this crisis, please take extra care to protect yourself from scammers. Remember that government agencies will never ask for your personal information or ask you to pay them to receive your benefit payments. [Click here](#) to read more about how to protect yourself from scammers.

### Economic Impact Payments (Stimulus)

Most people will receive their payment through direct deposit or Direct Express®. Visit [irs.gov/coronavirus](https://www.irs.gov/coronavirus) for details on how this works.

For other common concerns, please check our list of questions on the following pages. We'll update it as things develop.

# Benefit Payments During COVID-19

## Frequently Asked Questions (FAQs)

### Receiving Your Benefits

#### Will my benefit payment be delayed by the coronavirus (COVID-19) pandemic?

No, your benefit payment will not be delayed. All benefit payments, whether received electronically or by check, will continue to be made on time. If you receive your benefit payment electronically, your money will be available immediately on your payment date in your Direct Express® debit card account or the bank account you use for direct deposit. If you receive your benefit payment by check, it is possible you could experience delays in receiving your mail.

#### What happens to my Social Security, Supplemental Security Income, and other federal benefits during the coronavirus (COVID-19) pandemic?

All benefit payments will continue to be made on time, on payment date without interruption. Please note that electronic payments are faster, safer and more convenient than a check payment. That's why we encourage everyone to get their benefit payments electronically. You can sign up for either direct deposit by visiting [GoDirect.gov](https://www.godirect.gov) or the Direct Express® debit card by calling 1-800-333-1795 (toll-free).

### Your Direct Express® Account

#### How do I check the balance on my Direct Express® card?

You can view your account information at [USDirectExpress.com](https://www.usdirectexpress.com) or on the Direct Express® mobile app. Log in to check your balance and view account activity.

You can also obtain account balance information by calling the Direct Express® card toll-free phone number on the back of your card, 24 hours a day, 7 days a week. The automated system provides your balance and pending deposits. You can also use it to listen to transactions and replace a lost/stolen/damaged card.

Using the automated system is a great way to obtain information without waiting to talk to a customer service representative. Please note that due to the COVID-19 situation, you may experience longer call wait times if you decide to speak with a representative.

## Contacting Us

If you have questions or concerns about your benefit payments, we're always here to help you. Due to the COVID-19 situation, we recommend using self-service options.

- Log in to your account on the [Direct Express® website](#) or mobile app to check your balance, view account activity, transfer funds, and use a variety of additional services. This is the fastest way to access account information and services.
- Sign up for email and text alerts that will notify you when deposits, withdrawals, and transactions have been posted to your account.
- Call the Direct Express® card toll-free Customer Service Department phone number on the back of your card, 24 hours a day, 7 days a week. You can use the automated system to obtain information without waiting to talk to a customer service representative. Due to the COVID-19 situation, you may experience longer call wait times to speak with a representative.
- Contact your paying agency. Please note that most agencies have closed their offices to the public, but you can still reach them by phone or online.

## Will Direct Express® customer service be affected by the coronavirus (COVID-19) pandemic?

When you call the number on the back of your Direct Express® card, you can use the automated system to check your balance and pending deposits, listen to transactions and replace a lost/stolen/damaged card. Using the automated system is a great way to obtain information without waiting to talk to a customer service representative.

Our Direct Express® customer service call centers remain open for your calls. Please note that due to the COVID-19 situation, you may experience longer call wait times to speak with a representative.

We encourage you to log into your account on the [Direct Express® website](#) or mobile app to take advantage of self-service options such as checking your card balance and verifying deposits.

## Who do I contact if I have questions or issues about my Direct Express® card or account?

If you have questions about your Direct Express® account or services, you may visit [USDirectExpress.com](https://usdirectexpress.com) or call the toll-free Customer Service Department phone number on the back of your card. Please note that due to the COVID-19 situation, you may experience longer call wait times.

## Who do I call if I have questions or issues about my benefit payment?

Please contact your paying agency directly for any questions or issues about your benefit payment. Please note that most agencies have closed their offices to the public, but you can still reach them by phone or online.

### **Social Security Administration** (for Social Security benefits and Supplemental Security Income)

Offices: CLOSED

(more info: [ssa.gov/coronavirus](https://ssa.gov/coronavirus))

Online: [ssa.gov](https://ssa.gov)

Phone: 1-800-772-1213

### **Department of Veterans Affairs**

Offices: CLOSED

(more info: [benefits.va.gov/BENEFITS/news.asp](https://benefits.va.gov/BENEFITS/news.asp))

Online: [va.gov](https://va.gov)

Phone: 1-800-827-1000

### **Railroad Retirement Board**

Offices: CLOSED

(more info: [rrb.gov/Newsroom/NewsReleases/Coronavirus](https://rrb.gov/Newsroom/NewsReleases/Coronavirus))

Online: [rrb.gov](https://rrb.gov)

Phone: 1-877-772-5772

### **Department of Labor (Black Lung)**

Offices: CLOSED

Online: [dol.gov/owcp/dcmwc](https://dol.gov/owcp/dcmwc)

Phone: 1-800-347-2503

### **Office of Personnel Management** (Civil Service)

Online: [opm.gov](https://opm.gov)

Phone: 1-888-767-6378

## Will Social Security offices be open during the coronavirus (COVID-19) pandemic?

All local Social Security offices are currently closed to the public. This decision protects the population the Social Security Administration (SSA) serves—older Americans and people with underlying medical conditions—and its employees during the coronavirus (COVID-19) pandemic. However, SSA is still able to provide critical services.

Local offices are directing the public to access SSA.gov for business that can be conducted online or call the National 800 Number at 1-800-772-1213 (TTY 1-800-325-0778). The National 800 Number has many automated service options you can use without waiting to speak with a telephone representative. Please see SSA's press release for more information.

## Getting Direct Payments

### **Given the current circumstances, I would like to stop receiving my benefit payment via paper check. Can I still sign up for direct deposit or the Direct Express® debit card?**

Yes, you can sign up for electronic payments by contacting your federal paying agency (see "Contact Us" above for agency contact information). Please note that most agencies have closed their offices to the public, but you can still reach them by phone to sign up.

You can also visit [GoDirect.gov](https://GoDirect.gov) or call 1-877-874-6347 Monday through Friday from 11 a.m. to 3 p.m. ET to sign up for direct deposit. You can sign up for the Direct Express® debit card by calling 1-800-333-1795 (toll-free).