

From: [Agbayani, Nicole \(TTX\)](#)
To: [Shah, Tajel](#); [Yee, Andrea \(TTX\)](#); [Fried, Amanda \(TTX\)](#)
Cc: [Ho, Carmen \(TTX\)](#)
Subject: RE: DRAFT -- ReliaCard FAQ for GI recipients
Date: Tuesday, November 29, 2022 1:46:57 PM
Attachments: [image001.png](#)
[US Bank RC FAQ materials.zip](#)
[ReliaCard FAQ - Additional Questions.docx](#)
[image002.png](#)

Hi Tajel,

Apologies, I should have plugged an update in on this thread.

US Bank actually provided us with their native RC FAQs and Andrea has adapted an SF-specific supplement which their marketing team is reviewing right now. Both are attached. At the end of the day, it's all the same information that is included in our original draft. We'll share once the US Bank marketing team is able to give a greenlight for our SF-specific supplement.

Best,
Nicole

From: Shah, Tajel <tajel.shah@sfgov.org>
Sent: Tuesday, November 29, 2022 1:31 PM
To: Yee, Andrea (TTX) <andrea.yee@sfgov.org>; Fried, Amanda (TTX) <amanda.fried@sfgov.org>; Agbayani, Nicole (TTX) <nicole.agbayani@sfgov.org>
Cc: Ho, Carmen (TTX) <carmen.ho@sfgov.org>
Subject: RE: DRAFT -- ReliaCard FAQ for GI recipients

Hi,

Sorry for the long delay.

This is very helpful.

Carmen, let us also hand this out when we work with departments on the onboarding process, so they understand the product and can maybe answer the excel questionnaire with a bit more ease.

Thank you.

Tajel

From: Yee, Andrea (TTX) <andrea.yee@sfgov.org>
Sent: Monday, November 14, 2022 10:12 AM
To: Fried, Amanda (TTX) <amanda.fried@sfgov.org>; Agbayani, Nicole (TTX) <nicole.agbayani@sfgov.org>; Shah, Tajel <tajel.shah@sfgov.org>
Cc: Ho, Carmen (TTX) <carmen.ho@sfgov.org>

Subject: Re: DRAFT -- ReliaCard FAQ for GI recipients

Sure thing, I went ahead and made that change. Please let us know if you have any other feedback.

Thank you,
Andrea

From: Fried, Amanda (TTX) <amanda.fried@sfgov.org>
Sent: Thursday, November 10, 2022 5:12 PM
To: Agbayani, Nicole (TTX) <nicole.agbayani@sfgov.org>; Shah, Tajel <tajel.shah@sfgov.org>
Cc: Yee, Andrea (TTX) <andrea.yee@sfgov.org>; Ho, Carmen (TTX) <carmen.ho@sfgov.org>
Subject: Re: DRAFT -- ReliaCard FAQ for GI recipients

Thanks! This looks great. I'd like to see if we can provide more nuance and explanation around the legal name question as this will be very important for the transgender pilot. My understanding is that The city will allow a provider to enroll participants using their chosen name vs legal name and it may be very challenging for someone to put their dead name on the card. So I think we can provide more context - "when you use the card in person you may be asked to verify your id. If you don't have id that matches the name on the card, you could be turned away."

From: Agbayani, Nicole (TTX) <nicole.agbayani@sfgov.org>
Sent: Thursday, November 10, 2022 5:02:15 PM
To: Shah, Tajel <tajel.shah@sfgov.org>; Fried, Amanda (TTX) <amanda.fried@sfgov.org>
Cc: Yee, Andrea (TTX) <andrea.yee@sfgov.org>; Ho, Carmen (TTX) <carmen.ho@sfgov.org>
Subject: DRAFT -- ReliaCard FAQ for GI recipients

Hi Amanda and Tajel,

See attached the ReliaCard FAQ that Andrea Yee has drafted to help demystify the product for GI recipients. Andrea collaborated with our financial coaches to include questions that have come up for GI recipient clients in the past. Please let us know if you have feedback on this draft.

Gretchen Anderson at US Bank shared with Carmen and our team that their Marketing team is available to help us finalize this draft as well. We can send along to them once you've both taken a first look. Thank you, have a great holiday weekend!

Thanks to Andrea and Carmen for your work on this draft!

Best,
Nicole

Nicole J. Agbayani
Director

Office of Financial Empowerment
Office of the Treasurer & Tax Collector

City and County of San Francisco

Nicole.Agbayani@sfgov.org

www.sfofe.org

Leveraging the power of City Hall to strengthen economic security and mobility for low income families

From: [Yee, Andrea \(TTX\)](#)
To: [Fried, Amanda \(TTX\)](#); [Agbayani, Nicole \(TTX\)](#)
Subject: Re: DRAFT -- ReliaCard FAQ for GI recipients
Date: Tuesday, November 15, 2022 4:21:07 PM
Attachments: [image002.png](#)

Hi Amanda,

Nicole and I discussed and I made further adjustments. How does the following sound?

DRAFTS-SF Admin Code Section 67.24(a)(1)

[REDACTED]

[REDACTED]

[REDACTED]

Thanks,
Andrea

From: Fried, Amanda (TTX) <amanda.fried@sfgov.org>
Sent: Thursday, November 10, 2022 5:12 PM
To: Agbayani, Nicole (TTX) <nicole.agbayani@sfgov.org>; Shah, Tajel <tajel.shah@sfgov.org>
Cc: Yee, Andrea (TTX) <andrea.yee@sfgov.org>; Ho, Carmen (TTX) <carmen.ho@sfgov.org>
Subject: Re: DRAFT -- ReliaCard FAQ for GI recipients

Thanks! This looks great. I'd like to see if we can provide more nuance and explanation around the legal name question as this will be very important for the transgender pilot. My understanding is that The city will allow a provider to enroll participants using their chosen name vs legal name and it may be very challenging for someone to put their dead name on the card. So I think we can provide more context - **DRAFTS-SF Admin Code Section 67.24(a)(1)**

[REDACTED]

From: Agbayani, Nicole (TTX) <nicole.agbayani@sfgov.org>
Sent: Thursday, November 10, 2022 5:02:15 PM
To: Shah, Tajel <tajel.shah@sfgov.org>; Fried, Amanda (TTX) <amanda.fried@sfgov.org>
Cc: Yee, Andrea (TTX) <andrea.yee@sfgov.org>; Ho, Carmen (TTX) <carmen.ho@sfgov.org>
Subject: DRAFT -- ReliaCard FAQ for GI recipients

Hi Amanda and Tajel,

See attached the ReliaCard FAQ that Andrea Yee has drafted to help demystify the product for GI recipients. Andrea collaborated with our financial coaches to include questions that have come up for GI recipient clients in the past. Please let us know if you have feedback on this draft.

Gretchen Anderson at US Bank shared with Carmen and our team that their Marketing team is available to help us finalize this draft as well. We can send along to them once you've both taken a first look. Thank you, have a great holiday weekend!

Thanks to Andrea and Carmen for your work on this draft!

Best,
Nicole



Nicole J. Agbayani

Director

Office of Financial Empowerment
Office of the Treasurer & Tax Collector
City and County of San Francisco

Nicole.Agbayani@sfgov.org

www.sfofe.org

Leveraging the power of City Hall to strengthen economic security and mobility for low income families