

## California Child Support Prepaid Card issued by Comerica

You have several options to receive your payments: direct deposit to your bank account; a paper check; or this prepaid card. You do not have to accept this prepaid card. Ask the state agency about other options.

Monthly fee	Per purchase	ATM withdrawal	Cash reload
<b>\$0</b>	<b>\$0</b>	<b>\$1.75*</b> in-network	<b>N/A</b>
		<b>\$2.25</b> out-of-network	

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ATM balance inquiry	\$0.75
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Customer service (automated or live agent)	\$0.50* per call
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Inactivity	\$0
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**We charge 4 other types of fees.** Here are some of them:

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Card replacement fee (regular or expedited delivery)	\$5.00 & \$55.00
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Int'l transaction (excl. ATM withdrawal and balance inquiry fee)	3% of the transaction amount
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\*This fee can be lower depending on how and where this card is used.

**No overdraft/credit feature.**

Your funds are eligible for FDIC insurance.

For general information about prepaid accounts, visit [cfpb.gov/prepaid](http://cfpb.gov/prepaid).

Find details and conditions for all fees and services in the cardholder agreement.

## List of all fees for California Child Support Prepaid Card

All Fees	Amount	Details
<b>Spend money</b>		
Transactions at Point-of-Sale (POS) locations	\$0.00	There is no fee for Personal Identification Number (PIN) or signature based POS transactions in the U.S.
<b>Get Cash</b>		
ATM withdrawal (in-network)*	\$1.75	You are allowed four (4) in-network ATM withdrawals per calendar month at no fee. "In-network" refers to MoneyPass ATM Network. Each additional withdrawal will be assessed a fee. ATM locations can be found at <a href="http://moneypass.com/atm-locator.html">moneypass.com/atm-locator.html</a> . When using your Card at an ATM, the maximum total amount that may be withdrawn from your Card account per calendar day is \$500.00.
ATM withdrawal (out-of-network)	\$2.25	This is our fee. "Out-of-network" refers to all ATMs outside of the MoneyPass ATM Network. You may also be charged a fee by the ATM operator, even if you do not complete a transaction. When using your Card at an ATM, the maximum total amount that may be withdrawn from your Card account per calendar day is \$500.00.
Teller-assisted cash withdrawal (OTC)*	\$5.00	You are allowed two (2) teller-assisted withdrawals at no fee each calendar month at Mastercard member bank or credit union teller windows. Each additional teller-assisted withdrawal will be assessed a fee.
<b>Information</b>		
ATM balance inquiry	\$0.75	This is our fee for each balance inquiry conducted at any ATM location.
Cardholder alerts	\$0.00	No fee for email, phone or text messaging cardholder alerts. You may be charged a fee by your mobile carrier or internet service provider.
Customer service	\$0.50	Per call, for calling the Interactive Voice Response (IVR) automated line; no additional fee for transferring to a live customer service agent. You are allowed 3 customer service calls per calendar month for no fee.
Online access to card account	\$0.00	No fee for accessing account information at <a href="http://GoProgram.com">GoProgram.com</a> .
<b>Using your card outside the U.S.</b>		
International ATM withdrawal	\$2.25	This is our fee. You may also be charged a fee by the ATM operator, even if you do not complete a transaction. International transaction fee also applies.
International transaction fee	3%	Of the U.S. dollar amount of any type of transaction, including ATM withdrawals. Transactions completed in U.S. Territories are not international transactions.
<b>Other</b>		
Card replacement	\$5.00	You are allowed one (1) card replacement at no fee each calendar year. Each additional card replacement request will be assessed a fee. Standard delivery is 5 to 8 business days.
Expedited card delivery	\$50.00	If you request your replacement card to be expedited rather than receiving it by regular mail, you will be assessed the expedited card delivery fee, in addition to any applicable card replacement fee. Expedited card delivery is 2 to 3 business days.

\* "No Fee" transactions expire at the end of each calendar month if not used.

Your funds are eligible for FDIC insurance and will be held at or transferred to Comerica Bank, an FDIC-insured institution. Once there, your funds are insured up to \$250,000 by the FDIC in the event Comerica Bank fails, if specific deposit insurance requirements are met. See [fdic.gov/deposit/deposits/prepaid.html](http://fdic.gov/deposit/deposits/prepaid.html) for details.

No overdraft/credit feature.

Contact Go Program Customer Service by calling 1-844-318-0740, by mail at P.O. Box 245997, San Antonio, TX 78224-5997 or visit [www.GoProgram.com](http://www.GoProgram.com).

For general information about prepaid accounts, visit [cfpb.gov/prepaid](http://cfpb.gov/prepaid).

If you have a complaint about a prepaid account, call the Consumer Financial Protection Bureau at 1-855-411-2372 or visit [cfpb.gov/complaint](http://cfpb.gov/complaint).



# INTERNATIONAL ELECTRONIC PAY CARD

The State of California offers an Electronic Pay Card as a faster, easier, and more secure option for receiving your child support payments.

To enroll, simply fill out this form (in English only) and email to: [casdu-electronichelpdesk@dcss.ca.gov](mailto:casdu-electronichelpdesk@dcss.ca.gov) or you can also mail to: California Department of Child Support Services P.O. Box 989064, West Sacramento, CA 95798-9064 USA.

Name (Last, First, and Middle Initial)

Date of Birth (Month / Day / Year)

Social Security Number or \*ITIN \*Individual Taxpayer Identification Number  
(Applications with no SSN or ITIN WILL NOT BE PROCESSED)

Child Support Participant Number

(if you do not have a Participant Number, call 001-408-273-0073)

Address (Please make sure this is your current address)

If this is an address change, please check box.

Address 1 — Street Address

Address 2 — P.O. Box Number or Apartment Number

City

State/Province

Postal Code

Country

Home / Cell Number (Please include Area Code)

Alternate Phone Number (Please include Area Code)

Email Address

Please check the Liability Release box below to complete the application.

Your application will be rejected if the box is unchecked.

California Debit MasterCard® Enrollment Authorization



The California Debit MasterCard is issued by COMERICA pursuant to a license by MasterCard International Incorporated. MasterCard and the MasterCard Brand Mark are registered trademarks of MasterCard International Incorporated.

\* Liability Release: By checking this box, I authorize the California State Disbursement Unit (State Agency) to share with Comerica all of the information I provide on this application. The State Agency will share this information with the Bank for the purpose of establishing a State of California Electronic Pay Card for me at the Bank and to process my child support payments to the Bank. I authorize the State Agency to deposit my child support payments to this card. Upon successful enrollment and activation, it will cancel or replace any direct deposit agreement I have currently in place with the State Agency. Upon authorization of my account with the Bank, I agree to be bound by the Cardholder Agreement that I will receive with my card.