



# Indiana

EPPICard® Visa® Prepaid Card



## Get Started with Your Visa Prepaid Card

Your payments will be directly deposited into your personal Indiana Card account. Your Agency will post the payments to the account for your convenience. You are not allowed to spend more than the amount of funds posted to your account. You may use your Card at merchant and bank locations worldwide wherever Visa cards are accepted.

## Activate Your New Card Immediately

Go to [EPPICard.com](http://EPPICard.com), or call 1-888-393-5866 to activate your Card and create your PIN.

Please refer to the Terms of Use for a complete list of fees associated with the use of this card. By creating your PIN and activating the card, you are agreeing to abide by the Terms. You may find them under the Program Materials link on [EPPICard.com](http://EPPICard.com).

## Manage On The Go

### For Card Balance, Transaction History, and more:

Register your mobile phone to receive electronic notifications and text alerts by visiting [EPPICard.com](http://EPPICard.com).

If you still have questions, you can call the number on the back of your Card.

## Customer Service Available to You\*

- Check your balance.
- Select or change your Personal Identification Number (PIN).
- Review transaction history.
- Ask questions about card use.
- Report lost or stolen cards.
- Set up phone deposit notification.

Continue to call your Agency for questions regarding your payments.

## Avoid Fees

- There are no fees for merchant transactions.
- To receive cash for no fee, request cash back when making in-store purchases using your PIN.
- Also you get one (1) in-network ATM cash withdrawal for no fee per month if there is not a deposit to your Card, otherwise you get one (1) in-network ATM cash withdrawal for no fee for each deposit. "In-network" refers to PNC Bank or MoneyPass ATMs.
- After your no-fee ATM withdrawals are used, you will be assessed \$0.95 fee for each additional ATM withdrawal.

\* Fees may apply.

## Use the Indiana EPPICard Your Way

### Everyday Shopping:

Your EPPICard Card is welcome everywhere Visa is accepted. Select Credit at checkout.

### Gas Stations:

It's easy to buy fuel. Simply pay at the pump by selecting Credit or Debit, or prepay with your Card inside the store.

### Online Shopping:

Shop with your favorite online retailer anytime, anywhere.

### Pay Your Bills:

Visit your biller's website to pay your bill with your Card.

### Dining:

Use your Card at your favorite restaurants and cafés.

### Transportation:

Use your EPPICard to purchase transit passes, pay taxi fare or add as a payment method to your preferred rideshare company.

## Convenient Cash Access

- Ask for cash back with your purchase at your favorite merchant location.
- Get cash at ATMs that display the Visa, Interlink® or Plus® logo.
- Make one (1) teller-assisted cash withdrawal for no fee each deposit at Visa Member Bank or Credit Union teller windows.

## Helpful Hints

- No-fee transactions earned expire at the end of each calendar month if not used.
- Some bank ATMs will apply a fee called a surcharge to use their ATM. You can avoid this fee by using MoneyPass or PNC ATM locations. Locations can be found at [www.MoneyPass.com](http://www.MoneyPass.com) or [www.PNC.com](http://www.PNC.com).
- Always read the ATM messages carefully when using out-of-network ATMs.
- Each month you are allowed two (2) calls to the Interactive Voice Response (IVR) and two (2) calls to a live agent for no fee. You are allowed one (1) additional IVR call and one (1) to a live agent for no fee with each deposit made to your account. Each additional call will be assessed a \$0.20 fee.

[www.EPPICard.com](http://www.EPPICard.com)

View your account balance and transaction history online.

Call 1-888-393-5866 (Toll-Free)

24 hours a day / 7 days a week

Outside the U.S. call: 210-334-6615 (Collect)

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