

Your New Jersey Debit MasterCard®

A safe, convenient way to receive your payments



Visit us at www.EPPICard.com

Customer Service Available to You

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

Getting Started with Your Debit MasterCard

Look inside this brochure for instructions on how to activate your card, make purchases, and get cash at ATMs and bank teller windows.



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PIN Selection

- Before using your card, you must activate it by selecting your Personal Identification Number (PIN)
- Follow the instructions on the card carrier to select your PIN

How To Make Purchases or Get Cash Back

- Follow card carrier instructions to select your PIN
- Present your card when paying for an item
- The cashier will ask for your signature or PIN
- If you swipe your card, follow the prompts on the screen
- The purchase price will be deducted from your Card account
- There are no charges for point-of-sale transactions using your signature
- There is a \$.20 fee for using your PIN, and you can request cash-back with this purchase
- Enter the cash amount on the keypad or tell the cashier the amount of cash you need

How To Get Cash at an ATM

- Insert the debit card and enter your PIN
- Press either the checking or savings button on the ATM
- Select "Cash Withdrawal"
- Enter the amount of cash requested and press "Enter"
- Remember to take your receipt and card

How to Get Cash From a Teller in a Bank

- Hand your card to the teller in a bank displaying a MasterCard Acceptance Mark
- Tell them how much cash you wish to receive
- You may be asked to sign a receipt

New Jersey
EPPICard™

New Jersey Department of Human Services, Division of Family Development

www.EPPICard.com offers unlimited access through a secure website. View your account balance and transaction history online. Save time and enjoy the convenience of using a website to check your balance.

Call 1-866-461-4094 (Toll-Free)
24 hours a day / 7 days a week

For international calls: 1-801-352-3278

For TTY Services: 1-877-906-0084

Fees may apply (see Schedule of Fees)

How You Can Get Cash without Fees

- You are allowed one (1) free ATM cash withdrawal per deposit each calendar month, if it is conducted at a MoneyPass ATM
- If you do not receive a deposit during the calendar month, you are allowed one (1) free ATM cash withdrawal each month if it is conducted at a MoneyPass ATM
- You are allowed one (1) free cash withdrawal each month at MasterCard member bank teller windows

Helpful Hints when Using your Card

- When using your Card at ATMs be aware of your Surroundings at all times
- Always take your Card, receipt or cash with you
- Report suspicious activities, be safe

Things You Should Know

- ATM owners may impose an additional "convenience fee" or "surcharge fee" for certain ATM transactions (a sign should be posted at the ATM to indicate additional fees); however, you will not be charged any additional convenience or surcharge fees at a MoneyPass ATM
- An ATM Transaction Decline occurs when you request an amount greater than your balance or you incorrectly enter your PIN more than three times

