



Important Notice Your New Mexico Visa Debit Card

Important Notice About Your New Mexico Prepaid Visa Debit Card

Effective August 16, 2010 new debit cards will be issued

In a continuing effort to enhance service to our customers, the State of New Mexico, Human Services Department (HSD), in partnership with Wells Fargo Bank, will issue new prepaid Visa® debit cards for your child support payments. The new Visa card will have the same fees applied as your current Visa debit card with no change in the way you use your card; except waived transactions fees should be performed at Wells Fargo Bank ATMs. New cards will be issued in early August and deposits will be posted to your new Visa debit card beginning August 30, 2010.

The following changes will occur:

- Fees will remain the same and be defined in the supporting Frequently Asked Questions (FAQ) as well as the card issuance packet you will receive in the mail.
- Any deposits posted to the Bank of America Visa debit card will be maintained until May, 2011. You are encouraged to spend the funds prior to your card account being closed.
- Access to the new Visa debit card Customer Service number is 1-866-898-2213, available 24x7, 365 days a year.
- From the Customer Service number you may activate your account by selecting your Personal Identification Number (PIN), hear your balance, sign up for deposit notification or select other services your prefer.
- Access the www.EPPICard.com web site to view and maintain your account information at any time of day. Your account is protected by your personal user ID and secured password.
- When you receive your new prepaid Visa debit card, activate it immediately, by following the instructions provided with your new debit card.

Please be advised that Wells Fargo Bank ATM locations do not apply a surcharge fee for using their ATMs. If you have questions about these new changes or need information about ATM locations near you, please call toll free 1-866-898-2213 which is available 24 hours a day, 7 days a week. Please see Schedule of Fees in the attached Frequently Asked Questions.