



The New Mexico Visa Debit Card is issued by Wells Fargo Bank, N.A. pursuant to a license from Visa U.S.A. Inc.

# Your New Mexico Visa® Debit Card

## Spend Your Funds at Your Convenience

The New Mexico Visa debit card is accepted at merchant and bank locations worldwide wherever Visa debit cards are accepted. You can use your card wherever you see these acceptance marks:



## Schedule of Fees

- There are no monthly fees for managing your funds.
- The following fees apply if you use other services:

Purchase Transactions		Other Service Fees		Other Service Fees	
Purchase at Visa merchants (signed or using PIN)	No fee	Automated Customer Service Inquiry	4 waived fees each month, \$0.50 thereafter	Teller Cash Access (available at banks that accept Visa cards) (limited to available balance only)	4 waived fees each month, \$10.00 thereafter
Online, phone, mail purchases	No fee	Live Customer Service Inquiry	2 waived fees each month, \$1.50 for each additional call	Card Replacement Domestic	1 waived fee per year, \$15.00 thereafter
<b>ATM Transactions <sup>1</sup></b>		International Customer Service Inquiry <sup>2</sup>	1 waived fee each month, \$5.00 for each additional call	Card Replacement—Express Delivery (additional charge)	\$15.00
Wells Fargo ATM Withdrawal Domestic	4 waived fees each month, \$1.50 thereafter	Online Account Information	No fee	Card Replacement International	Quote provided at time of request, as price varies by country
Non-Wells Fargo Withdrawal Domestic	\$1.50	PIN Changes	No fee	International transaction fee – added to all transactions	2% of U.S. dollar amount of transaction
ATM Withdrawal International (all ATMs)	\$3.50	Cash Transfer via Phone (IVR) Domestic <sup>3</sup>	\$15.00	<p>Note: For any questions related to the above fee schedule, please call the State of New Mexico Prepaid Debit Card Customer Service at 1-866-898.2213. For any questions regarding your child support payments, please contact the State of New Mexico, Human Services Department.</p> <p>For any questions regarding your child support payments, please contact the state of New Mexico HSD-CSED Customer Service at 1-800-288-7207 (in NM) or 1-800-585-7631(out of state).</p>	
ATM Balance Inquiries (all ATMs)	No fee	<p><sup>1</sup> 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 Wells Fargo Bank ATM. An ATM Transaction Decline occurs when you request an amount greater than your balance or you incorrectly enter your PIN more than four times. A Wells Fargo Bank ATM means an ATM that prominently displays the Wells Fargo Bank name and logo.</p> <p><sup>2</sup> For calls made to customer service from outside the U.S.</p> <p><sup>3</sup> All cash transfers must be initiated through the State of New Mexico Prepaid Debit Card Customer Service Center.</p>			
ATM Transaction Decline (all ATMs)	4 waived fees each month, \$0.50 thereafter				

## www.EPPICard.com

Unlimited access through a secure website. Save time and enjoy the convenience of using the Web site to check your balance, validate the transactions posted to your account, and track your purchases. If you don't have a computer at home, remember your local library is equipped and ready to assist you.

## Call 1-866-898-2213 (Toll-Free)

24 hours a day / 7 days a week  
 Fees may apply (see fee table)  
 For customer service from outside the U.S. call:  
 1-866.323.4797

This toll-free number is provided for your convenience in asking questions about your account balance and merchant transactions posted to your account.

## Fees and Notifications

### Understanding Waived Fees

- ATM Cash Withdrawals. You are allowed four waived ATM cash withdrawal fees at Wells Fargo Bank ATMs each month.
- ATM Decline/Denial. You are allowed four waived ATM cash withdrawals decline/denial each month.
- Bank Teller Withdrawals. You are allowed four waived bank teller cash withdrawals each month.
- IVR Account Access. You are allowed four waived calls to the Interactive Voice Response (IVR) each month.
- Live Operator Access. You are allowed two waived calls each month to the Interactive Voice Response (IVR) and speak with a live operator.
- International IVR Account Access. You are allowed one waived international call each month to the Interactive Voice Response (IVR) and speak with a live operator.
- Card Replacement. You are allowed one card replacement without cost each year.
- Monthly waived fees. Any waived fees applied to your account expire on the last day of the month if not used.

### Notification of Deposits by Phone or Email

- With your debit card, you may choose to receive automated notification of your deposits. You must make contact through the IVR to activate this notification process.
- Each time a deposit is posted to your account, you will receive an email or phone notification.

## 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 New Mexico Prepaid Visa Debit Card

Your payments will be deposited to your prepaid Visa debit card account. You may not spend more than the amount of funds posted to your account.

## 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.

## To Make Purchases or Get Cash Back

- Present your card when paying for an item.
- The cashier will ask for your signature or for you to enter your PIN.
- If you swipe your card, follow the prompts on the screen.
- The purchase price will be deducted from your account.
- There are no charges for merchant transactions, and you can request cash back with your PIN purchase if the merchant provides this service.
- Enter the cash amount on the keypad or tell the cashier the amount of cash you need.

## You May Get Money

- At an ATM that displays the Visa acceptance mark.
- In the form of cash back for amounts exceeding the amount of your purchase at some merchants that accept the Visa debit card.
- From a teller in a bank location that displays the Visa acceptance mark.

## To Get Cash at an ATM

- Insert the debit card, select English or Spanish 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.

## Cash From a Teller in a Bank

- Hand your card to the teller in a bank displaying a Visa acceptance mark.
- Tell them how much cash you wish to receive.
- You may be asked to sign a receipt.