

# About the New Mexico Child Support Prepaid Debit Card

**Now receiving your child support payments will be faster, easier, and more secure.**

## Everyday Purchasing Power

Use your card anywhere Visa® debit cards are accepted:

- Grocery stores
- Gas stations
- Medical offices
- Retail stores
- Restaurants

The State of New Mexico Prepaid Debit Card is a smart way to receive your child support payments. This is a prepaid debit card, with funds limited to the amount of your child support payments. The payments go directly to your card account and the card can be used like cash.

- **No more waiting for checks in the mail.** Your support payments will be directly deposited to your card account.
- **Avoid the hassle of trying to get a check cashed.** No more standing in long lines to cash your check.
- **More secure than carrying cash.** You won't need to carry around large amounts of cash, which could get lost or stolen.
- **Visa Zero Liability.** If your card is lost or stolen, you will be reimbursed for any unauthorized card transactions, subject to certain terms and conditions set forth in the New Mexico Visa Debit Card Terms of Use.

### Introducing the State of New Mexico Prepaid Debit Card

The New Mexico Human Services Department will provide you with a State of New Mexico Prepaid Debit Card.

- Child support payments will only be deposited in your card account when payments are received by the Department.
- You may arrange to have your child support payments directly deposited into your personal checking or savings account instead of using a pre-paid debit card. To do so, contact HSD-CSED Customer Service at 1-800-288-7207 (in NM) or 1-800-585-7631(out of state).

### Purchase convenience

The State of New Mexico Prepaid Debit Card can be used anywhere Visa debit cards are accepted—in stores, online, and for mail and phone purchases. It is valid for three years from the date of issue. There are no fees when you use your card for a purchase from a merchant. Many grocery and convenience stores also offer cash back, without a fee, when you make a purchase. This one-stop convenience will allow you to avoid fees for accessing cash.

### Cash withdrawals from an ATM or at banks that accept Visa cards

In addition to getting cash back with a purchase, you can get cash from ATMs and from tellers at banks that accept Visa cards. Fees may apply for these types of withdrawals; however, fees can be avoided with careful use of your card.

- Wells Fargo Bank ATMs in the U.S.—No fee for four withdrawals per month; \$1.50 for each additional withdrawal.
- Bank teller cash withdrawals at banks that accept Visa cards — No fee for four withdrawals each month; \$10 for each additional withdrawal.
- Non-Wells Fargo Bank ATMs — \$1.50 fee for all withdrawals, plus any convenience or surcharge fees that the ATM owners may charge.

### The complete Schedule of Fees appears below.

Remember, funds are limited to the amount of your child support payments and are deducted for every purchase or withdrawal, so keep track of your balance. Check your balance at [www.EPPICard.com](http://www.EPPICard.com) or by calling our Customer Service Number at 1-866-898-2213. Transaction and service fees may apply, please see below.



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

### SCHEDULE OF FEES

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		
ATM Balance Inquiries (all ATMs)	No fee				
ATM Transaction Decline (all ATMs)	4 waived fees each month, \$0.50 thereafter				

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.

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).

<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.

<sup>2</sup> For calls made to customer service from outside the U.S.

<sup>3</sup> All cash transfers must be initiated through the State of New Mexico Prepaid Debit Card Customer Service Center.