

## List of all fees for New Mexico Child Support Prepaid Card

All Fees	Amount	Details
Spend money		
Transactions at Point-of-Sale (POS) locations	\$0.00	No fee for Personal Identification Number (PIN) or signature based POS transactions in the U.S.
Get Cash		
ATM withdrawal (in-network)	\$1.50	You are allowed 4 in-network ATM withdrawals per calendar month for no fee. "In-network" refers to the Wells Fargo Bank ATM Network. Locations can be found at <a href="https://wellsfargo.com/locator/">wellsfargo.com/locator/</a> .
ATM withdrawals (out-of-network)	\$1.50	This is our fee. "Out-of-network" refers to all ATMs outside of the Wells Fargo Bank ATM Network. You may also be charged a fee by the ATM operator, even if you do not complete a transaction.
Teller-assisted cash withdrawal (OTC)	\$5.00	You are allowed 4 teller-assisted withdrawals at Visa member bank or credit union teller windows per calendar month for no fee.
Information		
Customer service	\$0.50	Per call, for calling the Interactive Voice Response (IVR) automated line; no additional fee for transferring to a live customer service agent. You are allowed 4 customer service calls per calendar month for no fee.
Instant mobile balance inquiry text	\$0.10	You are allowed 1 instant mobile balance inquiry text per calendar month for no fee. You may be charged a fee by your mobile carrier or internet service provider.
Online access to card account	\$0.00	No fee for accessing account information at <a href="https://EPPICard.com">EPPICard.com</a> .
Using your card outside the U.S.		
International ATM withdrawal	\$3.50	This is our fee. You may also be charged a fee by the ATM operator, even if you do not complete a transaction. International transaction fee also applies.
International transaction fee	2%	Of the U.S. dollar amount of any type of transaction, including ATM withdrawals. Transactions completed in U.S. Territories are not international transactions.
Other		
Card replacement	\$15.00	You are allowed one 1 card replacement per rolling 12 month period for no fee. Standard card delivery is 7 to 10 calendar days.
Expedited card delivery	\$15.00	If you request your replacement card to be expedited rather than receiving it by regular mail, you will be assessed the expedited card delivery fee, in addition to any applicable card replacement fee. Expedited card delivery is 3 to 5 calendar days.
Funds transfer via Interactive Voice Response (IVR-phone)	\$5.00	Each transfer from your prepaid debit card to your personal bank account will be assessed a fee.

Your funds are eligible for FDIC insurance and will be held at or transferred to Wells Fargo Bank N.A., an FDIC-insured institution. Once there, your funds are insured up to \$250,000 by the FDIC in the event Wells Fargo fails, if specific deposit insurance requirements are met. See [fdic.gov/deposit/deposits/prepaid.html](https://fdic.gov/deposit/deposits/prepaid.html) for details.

No overdraft/credit feature.

Contact EPPICard Customer Services by calling 1-866-898-2213, by mail at P.O. Box 245997, San Antonio, TX 78224-5998 or visit [EPPICard.com](https://EPPICard.com).

For general information about prepaid accounts, visit [cfpb.gov/prepaid](https://cfpb.gov/prepaid).

If you have a complaint about a prepaid account, call the Consumer Financial Protection Bureau at 1-855-411-2372 or visit [cfpb.gov/complaint](https://cfpb.gov/complaint).