



DEBIT CARD PROGRAM

**Your child support payments
will now be available on your new
TEXAS DEBIT CARD
Do Not Throw This Card Away!**

Activate Your New Debit Card Right Away

- **Select your Personal Identification Number (PIN) by calling the toll-free number (1-866-729-6159):**
 - Enter your card number, when prompted.
 - Enter the last four digits of your Social Security Number.
 - Enter your date of birth, MMDDYYYY. (Example: 10011960).
 - Select a four digit PIN that you can easily remember. Enter it a second time to verify.
- **Remember your PIN! You must have your PIN to use your card.**
- **Sign your name in ink on the back of your card.**
- **Read the enclosed Disclosure Statement to know your rights and responsibilities as a cardholder.**
- **After card activation, there may be a 5–7 day period before funds are deposited to your account. If a payment is received during this period, you will receive a state check. If you would like to check on the status of a deposit, call 1-866-729-6159.**

Replacement Cards—You Must Select Your PIN Again

- **If this is a replacement card, choose the same PIN or enter a new one.**
- **Be sure to destroy your old card, it no longer works.**

Card Safety

- Memorize your PIN and never share it with anyone.
- To protect your account, we recommend that you change your PIN every six months.
- Shop with merchants you know and trust.
- Regularly review your account to verify transactions. Contact us immediately if you identify any discrepancies.
- Make sure any Internet purchase activity you engage in is secured with encryption to protect your account information. Look for “secure transaction” symbols.
- Do not send your card number through email, as it is typically not secure, and don't provide it over the phone unless you initiated the call.
- If you have forgotten your PIN or would like to select a new one, please call 1-866-729-6159.
- If your card is ever lost or stolen, immediately notify us at 1-866-729-6159.

ATM Safety

- Be aware of your surroundings and exercise caution when withdrawing funds.
- Watch for suspicious persons or activity around the ATM. If you notice anything out of the ordinary, come back later or use an ATM elsewhere. If you observe suspicious persons or circumstances, do not use the ATM at that time. If you are in the middle of a transaction, cancel the transaction, take your card and leave the area and come back at another time or use an ATM at another location.
- Report all crimes immediately to the operator of the automated teller machine or local law enforcement.
- Consider having someone accompany you when using an ATM after dark.
- Ensure no one sees you enter your PIN.
- Refrain from displaying cash, and put it away as soon as your transaction is completed. Wait to count your cash until you're in the safety of a locked enclosure, such as a car or home.
- Safe-keep or securely dispose of your ATM receipts.
- When using a drive-up ATM, keep your engine running. Aside from the driver's window, keep all of your doors and windows locked.

Cost to You for Certain Transactions

Each month you will receive two (2) free cash withdrawals at any Wells Fargo ATM	No fee
Each month, you will receive two (2) free cash withdrawals at any VISA financial institution's bank teller window	No fee
Merchant locations:	
• Purchases	No fee
• Cash back with purchase	No fee
Wells Fargo banks:	
• ATM	\$1.25 each time after 2 free
Other banks displaying the VISA or PLUS brand mark:	
• ATM	\$1.25 each time after 2 free
• Bank teller	\$2.00 each time after 2 free
Other fees:	
• ATM balance inquiry	\$0.50 each time
• ATM denial for insufficient funds	\$0.50 after 2nd request
• International transactions	\$1.25 each time
• Card replacement	\$5.00
• Expedited card delivery	\$15.00

You Can Use Your Texas Debit Card to Make Purchases or Get Cash!



For Customer Service

Call 1-866-729-6159 (toll free)
24 hours a day / 7 days a week

For Customer Service from outside the U.S. call:
210-334-6611 (collect)

Visit our website at www.EPPICard.com