



Enjoy the Benefits of Your New Wisconsin Child Support Debit MasterCard®

Activate Your New Debit MasterCard® Right Away

- Select your Personal Identification Number (PIN) by calling the toll-free number (1-877-253-3686):
 - Enter your card number, when prompted.
 - Enter the last four digits of your Social Security Number.
 - Enter your Date of Birth (mm/dd/yyyy).
 - Select a four digit PIN. Enter it a second time to verify.
 - Sign your name in ink on the back of your card.
 - Read the enclosed Terms of Use document to know your rights and responsibilities as a cardholder.

Funds will not be available until you receive a payment to your Card and you have selected your PIN.

Customer Service

Call 1-877-253-3686 (toll free)

For international calls: 1-855-249-0018

For TTY: 1-855-249-0019

24 hours a day / 7 days a week

Important ATM Safety Tips

- Be aware of your surroundings at all times.
- Exercise extra caution at night. Whenever possible, bring a friend.
- Always take your receipts or transaction records with you.
- Refrain from displaying cash, and put it away as soon as the transaction is completed. Wait to count your cash until you are in the safety of a locked enclosure, such as a car or home.
- Report all crimes immediately to the operator of the ATM and to local law enforcement.
- Watch for suspicious persons or activity around the ATM. If you notice anything out of the ordinary, come back later or use another ATM. If you observe suspicious persons or circumstances, do not use the machine at that time. If you are in the middle of a transaction, cancel the transaction, take your card and leave the area. Come back at another time or use an ATM at another location.

Card Expiration Date/Replacement Cards

- Your card is valid for three years.
- Replacement Card—You must select your PIN again.
- Choose the same PIN or enter a new one.
- Be sure to destroy your old card. If no longer works.

How to Avoid Fees

- Use your card to make purchases at retail merchant locations or ask for cash back with purchase.
- In addition to getting cash back with a purchase, you can get cash free at MoneyPass ATMs and from tellers at banks that accept Debit MasterCard. Fees may apply for these types of withdrawals at other locations; however, fees can be avoided with careful use of your card.

Things You Should Know

- 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 MoneyPass ATM. Credit Unions associated with Alliance One Credit do not apply a surcharge fee, but will apply an out-of-network fee. For a list of Alliance One credit unions go to <http://www.atmallianceone.org/allianceone/Index.asp>



Notification of Deposits by Phone or Email

With your debit card, you may choose to receive automated notification of your deposits at no cost. You must call 1-877-253-3686 to activate your deposit notification or go to our web site at www.eppicard.com.

Fee Table

Purchases at Point-of-Sale locations (PIN or Signature)	Unlimited free	Web-based account access	Unlimited free
Cash back with purchase in U.S.	Unlimited free	Deposit Notification* – Email, phone, or text message	Free
ATM cash withdrawal ONLY at MoneyPass locations – No surcharge fee applied	Unlimited free	Low Balance Alert* – Email, phone, or text message	Free
ATM cash withdrawals at ATMs other than MoneyPass ATMs – Surcharge fee may apply	\$1.50 each	Automated Customer Service – No charge to speak to an Operator	Unlimited free
ATM balance inquiry only at MoneyPass ATMs	Unlimited free	Card Replacement – One (1) free replacement card each 12 month period	\$5.00 for any additional requests
ATM balance inquiry at ATMs other than MoneyPass ATMs	\$0.50 each	Express card delivery – Two day delivery; business days only	\$15.00
Denial for insufficient funds at an ATM or Point-of-Sale	\$0.75 each	International ATM cash withdrawal	\$1.50 each
Bank teller cash withdrawal	Unlimited free	International Transaction Fee – Added to both ATM and POS transaction amount	3% of U.S. dollar amount