

Your Wisconsin Child Support Debit MasterCard® Card

A safe, convenient way to receive your payments



Visit us at www.eppicard.com

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 or email deposit notification and/or low balance alerts.

Getting Started with Your Debit MasterCard

Look inside this brochure for instructions on how to activate your card, make purchases, and get cash at ATMs and bank teller windows.



The Wisconsin Debit MasterCard is issued by Comerica Bank, pursuant to a license from MasterCard, Inc. MasterCard and the MasterCard Brand Mark are registered trademarks of MasterCard International Incorporated.

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.

How To Make Purchases or Get Cash Back

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

How To Get Cash at an ATM

- Insert the debit card and enter your PIN.
- Select "Cash Withdrawal".
- Enter the amount of cash requested and press "Enter".
- Remember to take your receipt and card.

How to Get Cash From a Teller in a Bank

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

WISCONSIN

www.eppicard.com offers unlimited access through a secure website. View your Card balance and transaction history online. Save time and enjoy the convenience of using a website to check your balance.

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

How You Can Get Cash without Fees

- Unlimited ATM cash withdrawals are allowed each month at a MoneyPass ATM.
- Unlimited cash withdrawals are allowed each month at MasterCard® Member Bank teller windows.
- Get cash back for an amount exceeding the amount of your purchase at merchant locations that accept the Debit MasterCard.

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 or at Alliance One Credit Union ATMs. 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>.
- An ATM or Point-of-Sale Transaction Decline occurs when you request an amount greater than your balance or you incorrectly enter your PIN more than three times. Check your balance before you shop.

