



Commonwealth of Virginia  
 Department of Social Services  
 Division of Child Support Enforcement

STATE DISBURSEMENT UNIT - EFT  
 PO BOX 28897  
 RICHMOND, VA 23228-8897  
<http://www.dss.virginia.gov/family/dcse/>  
 1-800-468-8894

**DEBIT CARD AUTHORIZATION**  
**(PLEASE PRINT CLEARLY)**

Date: \_\_\_\_\_

Name: \_\_\_\_\_

Address: \_\_\_\_\_  
 \_\_\_\_\_

Social Security Number: \_\_\_\_\_

Case Number: \_\_\_\_\_

Home Phone: \_\_\_\_\_

Work Phone: \_\_\_\_\_

Cell Phone: \_\_\_\_\_

- I request that the Division of Child Support Enforcement issue to me a Debit Card for the distribution of my child support payments.
- I request that the Division of Child Support Enforcement cancel my Debit Card. I understand that I must apply for Direct Deposit.
- I request that the Division of Child Support Enforcement cancel my Debit Card. I am closing my case.
- I request the Division of Child Support Enforcement cancel my Direct Deposit and re-activate my previously issued debit card.

**The following box must be checked to process this authorization:**

- I acknowledge that the Virginia Way2GoCard® is subject to certain terms, conditions and fees and agree to be bound by the terms of that agreement. I have received, read and understand the Schedule of Fees furnished with this enrollment.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Payments will start loading to your Way2GoCard® 30-45 days after we receive your request. Funds will be available, in most instances, for use within 2 business days after DCSE applies the payment to your case. If you have questions, please contact the Division's Customer Service Center at 1-800-468-8894.

**Send this completed form to:**

**Virginia Division of Child Support Enforcement/SDU**  
**Attn: EFT Disbursement Unit**  
**P.O. Box 28897**  
**Richmond, VA 23228-28897**  
**Or Fax To: 804-726-7955**

NOTICE: Federal law requires all people subject to child support orders to provide their social security numbers. We take your privacy very seriously. Social security numbers are kept in the case records and are only used to locate parents to establish paternity and establish, modify, and enforce support obligations.



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Virginia Way2Go Prepaid Card Issued by Comerica  
 (Do Not Return Keep for Your Records)

**You have several options to receive your payments: direct deposit to your bank account; direct deposit to your own prepaid account; or this prepaid card. You do not have to accept this prepaid card. Ask the state agency about other options.**

Monthly fee	Per purchase	ATM withdrawal	Cash reload
<b>\$0</b>	<b>\$0</b>	<b>\$0</b> in-network <b>\$1.00 *</b> out-of-network	<b>N/A</b>
ATM balance inquiry			\$0
Customer service			\$0
Inactivity (after 14 months with no transactions)			\$1.25 per month

**We charge 4 other types of fees.** Here are some of them:

Card replacement fee (regular or expedited delivery)	\$5.00* or \$25.00*
International transaction (excl. ATM withdrawal & balance inquiry fees)	3% of the transaction amount
* This fee can be lower depending on how and where this card is used. See separate disclosure for ways to access your funds and balance information for no fee.	
<b>No overdraft/credit feature.</b> Your funds are eligible for FDIC insurance.	
For general information about prepaid accounts, visit <a href="http://cfpb.gov/prepaid">cfpb.gov/prepaid</a> . Find details and conditions for all fees and services in the cardholder agreement.	

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## List of all fees for Virginia Way2Go Prepaid Card

All Fees	Amount	Details
<b>Get Started</b>		
Card purchase	\$0.00	There is no fee to obtain a Card account.
<b>Spend money</b>		
Point-of-sale (POS)	\$0.00	There is no fee for POS purchase transactions conducted in the U.S. using your signature or PIN number.
<b>Get Cash</b>		
ATM withdrawal (in-network)	\$0.00	There is no fee for in-network ATM withdrawals conducted at MoneyPass ATM locations. In-network Locations can be found at <a href="http://moneypass.com/atm-locator.html">moneypass.com/atm-locator.html</a> . When using your card at an ATM, the maximum amount that can be withdrawn from your Card account per calendar day is \$500.00.
ATM withdrawal (out-of-network)*	\$1.00	This is our fee. You are allowed two (2) ATM cash withdrawals for no fee each month at out-of-network ATMs. Out-of-network refers to any ATMs not in the MoneyPass ATM Network. You may also be charged a fee by the ATM operator, even if you do not complete a transaction. When using your card at an ATM, the maximum amount that can be withdrawn from your Card account per calendar day is \$500.00.
Teller-assisted cash withdrawal (OTC)	\$0.00	There is no fee for teller-assisted cash withdrawals conducted at MasterCard Member Bank or Credit Union teller windows.
<b>Information</b>		
ATM balance inquiry	\$0.00	There is no fee for ATM balance inquiries. You may be assessed a fee by ATM operator for out-of-network balance inquiries.
Customer service (automated or live agent)	\$0.00	You are allowed unlimited calls to Customer Service Interactive Voice Response (IVR) for no fee each month to check your balance or hear your transaction history.
<b>Using your card outside the U.S.</b>		
International ATM withdrawal fee	\$1.35	This is our fee. You will be assessed a fee for each ATM withdrawal conducted outside of the U.S. You may also be charged a fee by the ATM operator, even if you do not complete the transaction. International transaction fee also applies.
International transaction fee	3%	Conversion rate is a MasterCard fee for each transaction amount conducted outside of the U.S.
<b>Other</b>		
Bill pay	\$0.50	This is our fee. Bill payment services are available via <a href="http://GoProgram.com">GoProgram.com</a> website. A fee is assessed for each payment made.
Card replacement	\$5.00	This is our fee. You are allowed one (1) card replacement for no fee, every 5 year period, after receipt of your initial card. The card replacement fee will be assessed for each additional request. Standard delivery (7 to 10 calendar days).
Expedited card delivery	\$20.00	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 can be expected within 3 to 5 calendar days.
Funds transfer via Interactive Voice Response (IVR-phone) or web portal	\$0.00	There is no fee for you to transfer funds from your card account to a U.S. bank account owned by you.
Inactivity Fee	\$1.25	This is our fee. After 14 consecutive months of inactivity, following the activation of your Card, we will assess the fee in the month following the 14 month period of inactivity, and each consecutive month of inactivity, thereafter. Inactivity is defined as no deposits, purchases, calls to the automated or live customer service, cash withdrawals, ATM balance inquiries, or fund transfers for 14 consecutive months. The inactivity fee will not be charged after the Card account balance reaches zero (\$0.00) or after the Card account begins to have activity.

\* "No Fee" transactions expire at the end of each calendar month if not used. Your funds are eligible for FDIC insurance and will be held at or transferred to Comerica Bank, an FDIC-insured institution. Once there, your funds are insured up to \$250,000 by the FDIC in the event Comerica Bank fails, if specific deposit insurance requirements are met. See [fdic.gov/deposit/deposits/prepaid.html](http://fdic.gov/deposit/deposits/prepaid.html) for details.

No overdraft/credit feature. Contact Go Program Customer Service by calling 1-800-961-8423, by mail at P.O. Box 245997, San Antonio, TX 78224-5997 or visit [www.GoProgram.com](http://www.GoProgram.com). For general information about prepaid accounts, visit [cfpb.gov/prepaid](http://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](http://cfpb.gov/complaint).