

We Are Moving!

www.GoProgram.com

Way2Go Card.

Payment Solutions
Provided by Xerox 



We are enhancing our systems to provide you with more services and conveniences on April 2, 2016. During this upgrade your Card(s) will be temporarily unavailable for several hours. We understand how important your Card is to you so we have scheduled these enhancements to occur in the early morning hours of April 2, 2016 to minimize any inconvenience.



THE FOLLOWING SERVICES WILL BE IMPACTED DURING THIS VERY IMPORTANT UPGRADE ON SATURDAY, APRIL 2, 2016 BETWEEN 12:00 a.m. – 7:00 a.m. EST:

- You will not be able to use your Card to make purchases, or withdraw money from ATMs or teller windows. This is only temporary. You will have full usage of your Card and funds after 7:00 a.m. EST when the upgrade is complete.
- The website will be temporarily unavailable during the upgrade.
- Calls to live or automated Customer Service will not be available during the upgrade.

Once the upgrade has been completed, our new website www.GoProgram.com, your Card funds and Customer Service will be available for your use.



NEW WEBSITE – www.GoProgram.com

Our new website will be available after 7:00 a.m. EST on April 2, 2016 and will require you to establish a new User ID and password. Be sure to have your Virginia Debit MasterCard handy when you set-up your new log in credentials.

Website will be available after 7:00 a.m. EST on April 2, 2016:

- Go to www.GoProgram.com
- Create a User ID and password
- If you have more than one Card, establish a new User ID and password for each Card



CUSTOMER SERVICE

If you have any questions, call Customer Service at 1-800-961-8423.

As a reminder, Customer Service will NOT be available between 12:00 am and 7:00 am. EST on April 2, 2016.

Please refer to the back side of this notice for more information on Cardholder Fees.

NOTICE OF CHANGE TO YOUR VIRGINIA DEBIT MASTERCARD® CARD TERMS OF USE

Please read this notice to learn how these changes may affect you

Effective April 2, 2016, changes are coming to your Virginia Debit MasterCard® Card that has been issued by the Commonwealth. This includes changes to the following fees:

Selected Cardholder Fees	
<i>Please refer to the Terms of Use for a complete list of cardholder fees.</i>	
Fee Description	Fee Effective 04/02/2016
ATM Withdrawals (In-Network)	No fee at MoneyPass locations located in the U.S.
ATM Withdrawal (Out-of-Network)**	- Two (2) for no fee per month; - \$1.00 for each additional ATM withdrawal not conducted at MoneyPass ATMs
ATM Balance Inquiries	No fee at any ATM
ATM Denial	- No fee - An ATM denial occurs when there are not available funds to cover your cash withdrawal request
Teller-assisted Cash Withdrawals	No fee at any MasterCard Member Bank or credit union teller windows located in the U.S.
Cardholder Alerts & Deposit Notification* -Email, Phone or Text Message	No Fee
Calls to GO Program Live or Automated Customer Service	No Fee
Funds Transfer (to a U.S. bank account owned by you) – Via Interactive Voice Response (IVR) or Web Portal	No fee
Bill Pay	- No fee via Merchant website - \$0.50 per transaction via www.GoProgram.com
Card Replacement	- One (1) for no fee per replacement cycle of 5 years - \$5.00 each additional card - Standard Delivery (5 to 8 calendar days) for no fee
Expedited Card Delivery Fee	Expedited Delivery (2 to 5 calendar days); \$20.00 per request
International ATM Withdrawal Fee*	\$1.35 per transaction (International Transaction fee also applies)
International Transaction Fee	3% of transaction amount for each ATM cash withdrawal, teller-assisted cash withdrawal, POS transaction conducted outside of the US.
Inactivity Fee***	\$1.25 per month after 14 months of inactivity following the activation of your Card.

* You are responsible for all charges and fees imposed by your mobile carrier or internet service providers.

** ATM owners may charge an additional fee called a "surcharge" or "convenience fee". Read the screen message carefully for information related to surcharges before you press "Enter." You will have the option to cancel the transaction and go to another ATM. You may use PNC, MoneyPass and Alliance One ATMs for no Surcharge fee.

*** Inactivity is defined as no purchases, call to the automated or live customer service, cash withdrawals, ATM balance inquiries, funds transfer 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.