



VIRGINIA DEPARTMENT OF SOCIAL SERVICES

FOR IMMEDIATE RELEASE

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Transition to New Debit Card for TANF Recipients

New card will provide enhanced features and benefits!

RICHMOND, Va. (March 29, 2016) – On April 2, 2016, changes will occur with the Virginia Debit MasterCard that is used to issue TANF benefits. Xerox, the vendor that issues the cards, will be enhancing their systems and will be transitioning to a new card, the Way2Go Card. The changes will result in more features as well as a more favorable fee structure for our customers.

Cards will be temporarily unavailable for use on April 2, 2016, between the hours of 12:00 a.m. - 7:00 a.m. During this time, clients will not be able to make purchases or withdraw money from ATMs or teller windows. The website and the customer service line will also be unavailable. The new website, www.GoProgram.com, will be available after 7:00 a.m. on April 2, 2016.

A notice of change has been sent from Xerox to all cardholders.

The Virginia Department of Social Services (VDSS) www.dss.virginia.gov Home Office is located in Richmond and administers social services programs, consistent with Federal and State law and policy of the State Board of Social Services through 120 local departments of social services (LDSS) throughout the state. VDSS mission is "People helping people triumph over poverty, abuse and neglect to shape strong futures for themselves, their families and communities."

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