

# California Child Support Prepaid Card issued by Wells Fargo

You have several options to receive your payments: direct deposit to your bank account; a paper check; or this prepaid card.

Tell the state agency which option you choose.

Monthly fee	Per purchase	ATM withdrawal	Cash reload
<b>\$0</b>	<b>\$0</b>	<b>\$1.75*</b> <small>in-network</small>	<b>N/A</b>
		<b>\$1.75</b> <small>out-of-network</small>	

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ATM balance inquiry	\$0.60
Customer service	\$0.50* per call
Inactivity	\$0

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

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Card replacement (regular or expedited delivery)	\$5.00* or \$25.00*
Int'l transaction (excl. ATM withdrawal & balance inquiry fees)	3%

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\* This fee can be lower depending on how and where this card is used.

**No overdraft/credit feature.**

Your funds are eligible for FDIC insurance.

For general information about prepaid accounts, visit [cfpb.gov/prepaid](http://cfpb.gov/prepaid).

Find details and conditions for all fees and services in the card terms and conditions.

## List of all fees for California Child Support Prepaid Card

All Fees	Amount	Details
Spend money		
Transactions at Point-of-Sale (POS) locations	\$0.00	No fee for Personal Identification Number (PIN) or signature based POS transactions in the U.S.
Get Cash		
ATM withdrawal (in-network)	\$1.75	You are allowed 4 in-network ATM withdrawals per calendar month at no fee. "In-network" refers to Wells Fargo Bank ATM Network. Locations can be found at <a href="https://wellsfargo.com/locator/">wellsfargo.com/locator/</a> .
ATM withdrawal (out-of-network)	\$1.75	This is our fee. "Out-of-network" refers to all ATMs outside of the Wells Fargo Bank ATM Network. You may also be charged a fee by the ATM operator, even if you do not complete a transaction.
Teller-assisted cash withdrawal (OTC)	\$5.00	You are allowed 2 teller-assisted withdrawals at Mastercard member bank or credit union teller windows per calendar month for no fee.
Information		
ATM balance inquiry	\$0.60	This is our fee for each balance inquiry conducted at an ATM location.
Cardholder alerts	\$0.00	No fee for email, phone or text messaging cardholder alerts. You may be charged a fee by your mobile carrier or internet service provider.
Customer service	\$0.50	Per call, for calling the Interactive Voice Response (IVR) automated line; no additional fee for transferring to a live customer service agent. You are allowed 3 customer service calls per calendar month for no fee.
Online access to card account	\$0.00	No fee for accessing account information at <a href="https://EPPICard.com">EPPICard.com</a> .
Using your card outside the U.S.		
International ATM withdrawal	\$1.75	This is our fee. You may also be charged a fee by the ATM operator, even if you do not complete a transaction. International transaction fee also applies.
International transaction fee	3%	Of the U.S. dollar amount of any type of transaction, including ATM withdrawals. Transactions completed in U.S. Territories are not international transactions.
Other		
Card replacement	\$5.00	You are allowed 1 card replacement per calendar year for no fee. Standard card delivery is 5 to 8 business 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 is 2 to 3 business days.

Your funds are eligible for FDIC insurance and will be held at or transferred to Wells Fargo Bank N.A., an FDIC-insured institution. Once there, your funds are insured up to \$250,000 by the FDIC in the event Wells Fargo fails, if specific deposit insurance requirements are met. See [fdic.gov/deposit/deposits/prepaid.html](https://fdic.gov/deposit/deposits/prepaid.html) for details.

No overdraft/credit feature.

Contact EPPICard Customer Services by calling 1-877-777-1617, by mail at P.O. Box 245997, San Antonio, TX 78224-5998 or visit [EPPICard.com](https://EPPICard.com).

For general information about prepaid accounts, visit [cfpb.gov/prepaid](https://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](https://cfpb.gov/complaint).



# ELECTRONIC PAY CARD

The State of California offers an Electronic Pay Card as a faster, easier, and more secure option for receiving your child support payments.

To enroll, please complete and sign the application at the bottom or enroll by phone or online at [www.childsup.ca.gov/payments/statedisbursementunit\(sdu\)](http://www.childsup.ca.gov/payments/statedisbursementunit(sdu)). For more enrollment information, please contact us at 1-866-901-3212.

Complete all the information below and mail to: California Department of Child Support Services, P.O. Box 989064, West Sacramento, CA 95798-9064. FORM MUST BE SIGNED.

Name (Last, First, and Middle Initial)

Date of Birth (Month / Day / Year)

Social Security Number or \*ITIN \* Individual Taxpayer Identification Number  
**(Applications with no SSN or ITIN WILL NOT BE PROCESSED)**

Child Support Participant Number

(if you do not have a Participant Number, call 1-866-901-3212)

Address (Please make sure this is your current address)

If this is an address change, please check box.

Address 1 — Street Address

Address 2 — P.O. Box Number or Apartment Number

City

State

Zip Code

Country

Home / Cell Number (Please include Area Code)

Alternate Phone Number (Please include Area Code)

Email Address

Please sign and date the authorization section below to complete the application.

## California Debit MasterCard® Enrollment Authorization



The California Debit MasterCard is issued by Wells Fargo Bank, N.A. pursuant to a license by MasterCard International Incorporated. MasterCard and the MasterCard Brand are registered trademarks of MasterCard.

By signing this form, I authorize the California State Disbursement Unit (State Agency) to share with Wells Fargo Bank, N.A. all of the information I provide on this application. The State Agency will share this information with the Bank for the purpose of establishing a State of California Electronic Pay Card for me at the Bank and to process my child support payments to the Bank. I authorize the State Agency to deposit my child support payments to this card. Upon successful enrollment and activation, it will cancel or replace any direct deposit agreement I have currently in place with the State Agency. Upon authorization of my account with the Bank, I agree to be bound by the Cardholder Agreement that I will receive with my card.

Signature

Date