



**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 586**  
**Richmond, VA 23218-0856**  
**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.



(Do Not Return Keep for Your Records)

Virginia Way2Go Card® issued by Comerica

You have options to receive your payments; this prepaid card, check, or direct deposit. You do not have to accept this prepaid card. Ask about other ways to receive your funds.

Monthly fee	Per purchase	ATM withdrawal	Cash reload
<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b> <small>in-network</small>	<b>N/A</b>
		<b>\$0.75</b> <small>out-of-network</small>	

ATM balance inquiry	\$0.00
Customer service (automated or live agent)	\$0.00
Inactivity (after 24 months of inactivity)	\$1.25

**We charge 3 types of fees.** Here they are:

Card replacement (regular or expedited delivery)	\$4.00 or \$18.00
International ATM transaction	\$0.75
International Transaction Fee	3% <small>assessed per transaction</small>

**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).

## List of all fees for Virginia Way2Go Prepaid Mastercard

All Fees	Amount	Details
Get Started		
Card purchase	\$0.00	There is no fee to obtain a Card account.
Monthly Usage		
Monthly Usage Fee	\$0.00	There is no monthly fee associated with this card.
Spend money		
Point-of-sale (POS)	\$0.00	There is no fee for POS purchase transactions conducted in the U.S. using your signature or Personal Identification Number (PIN) number.
Online Bill Pay	\$0.00	There is no fee to use our bill pay service on our website, <a href="http://www.GoProgram.com">www.GoProgram.com</a> .
Get Cash		
ATM withdrawal (in-network)	\$0.00	There is no fee for in-network ATM withdrawals conducted at MoneyPass and Comerica ATM locations. In-network Locations can be found at <a href="http://moneypass.com/atm-locator.html">moneypass.com/atm-locator.html</a> and <a href="https://locations.comerica.com/">https://locations.comerica.com/</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)*	\$0.75	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 and Comerica 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	You are allowed unlimited teller-assisted cash withdrawals for no fee at Mastercard Member Bank or Credit Union teller windows.
Information		
ATM balance inquiry (in or out-of-network)	\$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.
ATM denial (in or out-of-network)	\$0.00	There is no fee for declined transactions at ATM. You may be assessed a fee by ATM operator for out-of-network declined transactions.
Customer service (IVR and 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.
Using your card outside the U.S.		
International ATM transaction	\$0.75	This is <u>our</u> fee you will be charged for each ATM withdrawal you conduct outside the United States. You may also be charged a fee by the ATM operator, even if you do not complete the transaction. Int'l transaction fees may also apply.
International transaction fee	3%	Conversion rate is a Mastercard fee for each transaction amount conducted outside of the U.S.
Other		
Card replacement	\$4.00	This is our fee. You are allowed one (1) card replacement for no fee, every 12 months 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	\$18.00	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. Expedited card delivery is overnight delivery and received within (3-4 calendar days)
Funds transfer (IVR and Web)	\$0.00	There is no fee 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 24 consecutive months of inactivity, following the activation of your Card, we will assess the fee in the month following the 24 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 24 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).