



DIRECT DEPOSIT / DEBIT CARD AUTHORIZATION

The Division of Child Support Enforcement (Division) offers two ways to receive child support payments: Direct deposit into a savings or checking account or by requesting a debit card. Please complete and return this form to advise the Division which way you prefer to receive your payments.

Name: _____ Case Number: _____
Address: _____ Social Security Number: _____
_____ Home/Cell Phone: _____
Date of Birth: _____

Please check the correct box to indicate how you want to receive your child support payments:

☐ Direct Deposit / ☐ Debit Card

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- ☐ New Request ☐ Change Bank Accounts
☐ Change from direct deposit to debit card
☐ Change from direct deposit and reactivate my previous debit card
☐ Change from debit card to direct deposit

DIRECT DEPOSIT AUTHORIZATION

(If you want to receive support payments by direct deposit to a checking or savings account, complete this section and return this form by following the instructions on page 2 under "Returning this form." If you want to receive your support payments on a debit card, refer to page 2 to complete the Debit Card Authorization.)

Bank Name _____

Account Type ☐ Checking ☐ Savings

Routing Number _____ Account Number _____

For Direct Deposit, return **ONE** of the following with this form:

A voided check (**No starter checks**)

Deposit Slip

Bank Statement with your name and bank account number

An Account Verification form prepared by your bank with your name and bank account number preprinted on the form

Check box to authorize direct deposit before signing:

- ☐ I authorize the Division of Child Support Enforcement to make deposits to this bank account until I change this authorization.

Signature: _____ Date: _____

Please allow 15-30 days to process the Direct Deposit request. The Division will notify you when your request is set up. Direct Deposit will start in 15 days after pre-notification. Funds will be available, in most instances, for use within 2 business days after DCSE applies the payment to your case.

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.



DEBIT CARD AUTHORIZATION

(If you want to receive your support payments on a debit card, complete this section and return this form by following the instructions below under "Returning this form.")

Check box to provide authorization before signing:

☐ I acknowledge that the Virginia Way2GoCard® Prepaid Mastercard® is subject to certain terms, conditions, and fees. I have received, read, and understand the Schedule of Fees, terms, and conditions outlined in this form.

Signature: _____ Date: _____

You will receive the Virginia Way2GoCard® Prepaid Mastercard® by mail, and payments will start loading to it 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.

RETURNING THIS FORM

Return pages 1 and 2 of this Authorization form by email to eftdisbursements@dss.virginia.gov, by fax to (804) 726-7955, or by mailing it to the address below.

Send the completed form to: Virginia Division of Child Support Enforcement

State Disbursement Unit - EFT

P.O. Box 28897

Richmond, VA 23228-8897

If you have any questions, please contact the Division's Customer Service Center at 1-800-468-8894.

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(Do Not Return Keep for Your Records)

Virginia Way2Go® Prepaid Mastercard® issued by Comerica

You have several options to receive payments. You may choose to establish a direct deposit or obtain this prepaid card. Select an option by completing the *Direct Deposit Debit Card Authorization*.

Monthly fee \$0.00	Per purchase \$0.00	ATM withdrawal \$0.00 in-network \$0.75 out-of-network	Cash reload N/A
ATM balance inquiry			\$0.00
Customer service			\$0.00
Inactivity (after 24 months of inactivity)			\$1.25 per month
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% assessed per transaction
No overdraft/credit feature. Your funds are eligible for FDIC insurance. For general information about prepaid accounts, visit cfpb.gov/prepaid . Find details and conditions for all fees and services on the next page.			

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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, www.GoProgram.com .
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 moneypass.com/atm-locator.html and https://locations.comerica.com/ . 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 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.

For general information about prepaid accounts, visit 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.

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