



Child Support Enforcement Florida Debit MasterCard Program For Support Payments

The Florida Debit MasterCard Card Program is a new way to receive your support payments. You can get cash at banks and Automated Teller Machines (ATMs) and make purchases at most stores in the USA and around the world. It is accepted everywhere MasterCard® debit cards are accepted. Use your card at grocery stores, office and school suppliers, drug stores, restaurants, doctors' offices and discount stores.

Benefits of the Florida Debit MasterCard

- Safe, fast and easy to use
- Website and customer service toll-free number to answer questions and check your balance

Make Purchases and Get Cash Back

Simply present your card when paying. The money is automatically deducted from your account. You may ask for "cash-back" with your purchase at many merchant locations.

Get Cash at a Bank Teller Window or an ATM

- If you go to the teller window at a MasterCard Member Bank you are allowed unlimited free cash withdrawals as long as you have money in your account.
- Use an ATM for cash withdrawals. However, there is a \$0.95 charge each time and some ATMs apply an additional fee. Always read ATM messages carefully. You may cancel the transaction to avoid the extra fee.
- You can avoid this fee by using a Wells Fargo Bank ATM. Look for this brand mark:



Go to

www.wellsfargo.com

To locate the nearest ATM

Are there fees for using the card?

- | | |
|-------------------------------|---|
| • Cash withdrawals at an ATM | \$0.95 each withdrawal* |
| • ATM Balance Inquiry | \$0.50 each time |
| • Automated Telephone Inquiry | \$0.25 each time (first four each month are free) |
| • International Fees | \$2.50 each time |
| • Card Replacement | \$5.00 each time (first is free) |
| • Rush Card Delivery | \$15.00 each replacement |

*In addition to the \$0.95 withdrawal fee, some ATMs apply an extra fee. Read ATM messages carefully. You may cancel the transaction to avoid the fee.

How to Avoid Fees

- Ask for "cash-back" with your purchases
- Get cash at a MasterCard Member Bank teller window
- Don't use ATMs that include an additional charge
- Use the website to manage your account

Customer Service

- Review your balance and transaction history online by using the web site at: www.EPPICard.com
- Call the toll free number for questions, 1-877-567-1768
- Report a lost or stolen card
- Ask for information about your account or dispute a transaction posted to your account
- Ask for a printed monthly statement

How do I get a Florida Debit MasterCard?

- Get a payment options form from your local child support office, or from our website www.myflorida.com/dor/childsupport or by calling 1-877-769-0251.
- Your card will be sent to you by mail
- Activate your card right away by selecting a PIN as instructed on the card carrier
- **You can use your card only after support payments are made to your account**



The Florida Debit MasterCard is issued by Comerica Bank, N.A. pursuant to a license by MasterCard International Incorporated.

Look for the MasterCard sign to use your Florida debit card:



Visit our Web Site
for balance information

www.EPPICard.com

or

Call Customer Service
1-877-567-1768 (toll free)
24 hours a day/7 days a week