



HENRY McMASTER, GOVERNOR
JOAN B. MEACHAM, ACTING STATE DIRECTOR

<<FirstName>> <<LastName>>
<<ADD1>>
<<ADD2>>
<<City>>, <<State>> <<Zip>>

Re: Docket <<Docket#>>, Obligor: <<NCPFfirst>> <<NCPMI>> <<NCPLast>>
Docket <<Docket#>>, Obligor: <<NCPFfirst>> <<NCPMI>> <<NCPLast>>

Dear <<FirstName>> <<LastName>>:

The South Carolina Department of Social Services (DSS) and Clerks of Court are moving to a new federally mandated child support computer system over a ten-month period beginning October 2018. The new system will include child support cases receiving services through DSS as well as private support cases enforced by the Clerks of Court. Your case(s) listed above will move to the new system on <<ConvDate>>.

Once your case(s) moves to the new system, the Clerk of Court will no longer issue support payments to you. A new central unit, called the State Disbursement Unit (SDU), will issue payments going forward. You will receive a second letter notifying you when your case(s) has been converted into the new system. You may have other cases that currently do not have a support order. You will receive notification regarding those cases when they move to the new system.

<p>What you need to KNOW:</p>	<p>DSS and the Clerks of Court are moving to a new federally mandated child support system. Your case(s) listed above will move to the new system on <<ConvDate>>. You must enroll to receive your support payments via direct deposit to your bank account or via a prepaid debit MasterCard Way2Go Card®.</p> <p>If you choose the Way2Go Card®, you will receive the card within 20 days after your case(s) moves to the new system. The SDU will issue support payments by check until you receive your new card. The new fees associated with the Way2Go Card® are printed on the back side of this letter. Fees and features are detailed online at www.dss.sc.gov/child-support.</p> <p>If you currently have a prepaid debit card for your support payments, the balance on your current card will not transfer to the Way2Go Card®. You can continue to use the current debit card until you have spent the entire balance.</p>
<p>What you need to DO:</p>	<p>Complete and return the enrollment form using the enclosed envelope. If you select direct deposit, please include a voided check. If you have an account that does not offer checks, please provide a letter from your financial institution confirming your routing and account numbers for direct deposit.</p> <p>If you do not return the enrollment form prior to <<ConvDate>>, you will automatically receive the Way2Go Card®.</p>

Thank you for your cooperation in making this process as smooth as possible. You can find additional information at www.dss.sc.gov/child-support or call 1-800-768-5858 with questions.

For Internal Use: <<LTR#>>||<<Case#>>||<<PSCID>>

R1

List of all fees for the Way2Go Card®

All Fees	Amount	Details
Get Started		
Card purchase	\$0.00	There is no fee to obtain a Card account.
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 PIN number.
Get Cash		
ATM withdrawal (in-network)*	\$1.75	This is our fee. You are allowed four (4) ATM withdrawals for no fee per month at in-network ATMs. In-network refers to MoneyPass ATM locations. You will be assessed a fee for each additional ATM withdrawal. Locations can be found at https://www.moneypass.com/atm-locator.html . When using your Card at an ATM, the maximum total amount that may be withdrawn from your Card account per calendar day is \$500.00.
ATM withdrawals (out-of-network)	\$1.75	This is our fee. "Out-of-network" refers to all ATMs outside of the MoneyPass ATM Network. You will be assessed a fee for each ATM withdrawal conducted at an out-of-network ATM. 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 total amount that may be withdrawn from your Card account per calendar day is \$500.00.
Teller-assisted cash withdrawals	\$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	\$0.75	This is our fee. You will be assessed a fee for each ATM balance inquiry.
Customer service (Interactive Voice Response - IVR)*	\$0.50	This is our fee. You are allowed to make four (4) calls for no fee each month to the IVR. A fee is charged for each additional call. There is never a charge to speak to a live agent.
Using your card outside the U.S.		
International ATM withdrawal fee	\$1.50	This is our fee. You will be assessed a fee for each ATM withdrawal conducted outside of the U.S. You may also be charged a fee by the ATM operator, even if you do not complete the transaction.
International transaction fee	2%	Conversion rate is a Mastercard fee for each transaction amount conducted outside of the U.S.
Other		
ATM denials	\$0.75	This is our fee. You will be assessed a fee for all ATM denials. A denial occurs when there are not available funds to cover your cash withdrawal request.
Bill Pay on web portal	\$0.50	This is our fee. You will be assessed a fee for each bill pay transaction you conduct from your Card account on www.GoProgram.com .
Card replacement	\$5.00	This is our fee. After receipt of your initial Card, you may receive one (1) Card replacement for no fee each 12-month period. A fee will be assessed for each additional Card replacement request. Standard delivery (7 to 10 calendar days).
Expedited card delivery	\$16.00	This is our fee. You will be assessed a fee if you request that the Card replacement be sent expedited delivery rather than by regular mail. Expedited card delivery (3 to 5 calendar days).
Inactivity Fee	\$1.25	This is our fee. After 22 consecutive months of inactivity, following the activation of your Card, we will assess the fee in the month following the 22 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 22 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.
Funds transfer via Interactive Voice Response (IVR-phone)	\$1.50	This is our fee. You may transfer funds from your card account to a U.S. bank account owned by you. A fee will be assessed for each funds transfer request.
Point-of-sale (POS) denial	\$0.75	This is our fee. You will be assessed a fee for each POS denial. A denial occurs when there are not enough funds to cover your purchase.

* "No Fee" transactions expire at the end of each calendar month if not used.

Register your card for FDIC insurance eligibility and other protections. Your funds will be held at or transferred to Comerica Bank, an FDIC-insured institution. Once here, your funds are insured up to \$250,000 by the FDIC in the event Comerica Bank fails, if specific deposit insurance requirements are met and your card is registered. See fdic.gov/deposit/deposits/prepaid.html for details.

No overdraft/credit feature.

Contact Go Program Customer Service by calling 1-844-207-3226, 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.