

ELECTRONIC CHILD SUPPORT PAYMENTS CARD PROGRAM

IMPORTANT NOTICE

You are eligible to participate in a new program to make it easier for you to access your child support payments. The Child Support Services Division will launch a pilot program which will allow you **IMMEDIATE** access to your child support with the use of a Visa debit (ATM) card. The debit card can be used anywhere that accepts VISA®.

The card works just like a regular bank card. There's no need for a checking account, and the funds are deposited to your card right away. It's also a much safer and convenient way to get your child support payments.

Beginning in August, child support payments will be made either through direct deposit into a bank account, or onto a debit (ATM) card. You may choose either the direct deposit or the electronic payment card method.

If you do not choose the direct deposit option, an electronic payment card account will be set up for you **AFTER** August 1, 2006. Your child support payments will automatically be entered into this account

FREQUENTLY ASKED QUESTIONS

Q. What is the District of Columbia Electronic Payment Card?

A. It is a VISA® electronic payment card. Although it has the VISA logo, it is not a credit card.

Q. What choices do I have for receiving my child support Payments?

A. You can choose to have your child support deposited directly into a bank account or you can choose to have your payments loaded into an electronic payment card account.

Q. What is Direct Deposit

A. An electronic payment, that goes directly into your bank account.

Q. My credit is bad. Can I still receive a District of Columbia Electronic Payment Card?

A. Yes, your credit rating has no effect on you receiving the D.C Electronic Payment Card. It is not a credit card.

Q. How do I choose the District of Columbia Electronic Payment Card?

A. It will be automatically issued to you if you do not request direct deposit

Q. What fees will I have to pay if I choose Direct Deposit?

A. None. The Child Support Services Division offers direct deposit free of charge.

Q. What fees will I have to pay if I receive the District of Columbia Electronic Payment?

A. You will be subject to certain ATM and other Transaction Fees. You can avoid fees by asking for cash back when purchasing items at participating stores.

Q. Will the card say that it is child support Money?

A. No.

Look for more information soon about the Child Support Services Electronic Debit Card.

Q. How do I choose Direct Deposit?

A. To request direct deposit you must complete a Customer Authorization Agreement for Direct Deposit. For information about direct deposit visit our website at: www.CSSD.dc.gov or call the Child Support Services Division's State Disbursement Unit at (202) 724-7728.

Q. Can I sign up for direct deposit after I have received the District of Columbia Electronic Payment Card?

A. Yes. You may enroll in the Electronic Payment Program at any time.

Mailing of the District of Columbia Electronic Payment Card will begin in July 2006. If you already receive your child support payment by direct deposit, you do not need to do anything at this time.

