

California Child Support Prepaid Card issued by Comerica

You have several options to receive your payments: direct deposit to your bank account; a paper check; or this prepaid card. You do not have to accept this prepaid card. Ask the state agency about other options.

Monthly fee	Per purchase	ATM withdrawal	Cash reload
\$0.00	\$0.00	\$0.00 (in-network)	N/A
		\$1.50* (out-of-network)	

ATM balance inquiry (in-network or out-of-network)	\$0.00
Customer service (live agent or automated)	\$0 or \$0.50** per call
Inactivity (after 12 months of inactivity)	\$0.00 per month

We charge other types of fees. Here are some of them:

Card replacement fee (regular or expedited delivery)	\$0.00 or \$25.00
Int'l transaction (excl. ATM withdrawal & balance inquiry fees)	3% of the transaction amount
Cardless ATM Withdrawal (Cardless Cash)	\$8.00

* This fee can be lower depending on how and where this card is used. (See <https://locations.comerica.com> and moneypass.com/atm-locator.html. for free ways to access your funds and balance information.)

**You are allowed to make three (3) calls to the Automated Customer Service/Interactive Voice Response (IVR) for no fee each month. A \$0.50 fee is charged for each additional call. There is never an additional fee to transfer to a live agent.

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 in www.GoProgram.com.

05776CA-SF-024

List of all fees for California Child Support Way2Go Card® 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.
Transactions at Point-of-Sale (POS) locations	\$0.00	There is no fee for Personal Identification Number (PIN) or signature based POS transactions in the U.S.
Get Cash		
ATM withdrawal (in-network)*	\$0.00	There is no fee for in-network ATM withdrawals conducted at Comerica and MoneyPass ATM locations. In-network refers to Comerica and MoneyPass ATM locations. In-network locations can be found at https://locations.comerica.com/ and moneypass.com/atm-locator.html . 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 withdrawals (out-of-network)	\$1.50	This is our fee. "Out-of-network" refers to all ATMs outside of the Comerica Bank and MoneyPass 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 total amount that may be withdrawn from your Card account per calendar day is \$500.00.
Teller-assisted cash withdrawals (OTC)*	\$0.00	There is no fee for teller-assisted withdrawals 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.
Cardholder alerts	\$0.00	No fee for email, phone or text messaging cardholder alerts. You may be charged a fee by your mobile carrier or internet service provider.
Customer service	\$0.50	Per call, for calling the Interactive Voice Response (IVR) automated line. You are allowed three (3) calls to the IVR per month for no fee. There is no additional fee for transferring to a live customer service agent.
Online access to card account	\$0.00	No fee for accessing account information at GoProgram.com.
Using your card outside the U.S.		
International ATM withdrawal	\$1.50	This is our fee. You may also be charged a fee by the ATM operator, even if you do not complete a transaction. International transaction fee also applies.
International transaction fee	3%	Of the U.S. dollar amount of any type of transaction, including ATM withdrawals. Transactions completed in U.S. Territories are not international transactions.
Other		
Card replacement	\$0.00	There is no fee for standard delivery (5 to 8 business days) of a replacement card.
Expedited Card delivery	\$25.00	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, in addition to any applicable card replacement fee. Expedited card delivery is 2 to 3 business days.
Cardless ATM Withdrawal (Cardless Cash)	\$8.00	This is our fee. In the event you lose your card and need cash prior to receiving a new card, you have the option of getting cash from an ATM by requesting a one time access code to be used at a Popmoney® ATM near you. You can request the access code by logging on to GoProgram.com, selecting "Services" tab and then "Cardless Cash." You may also access this feature on the mobile app. When you go to the ATM, you will need to enter the correct dollar amount requested, access code and PIN that was set up for your physical plastic card. The Cardless ATM Withdrawal transaction amount and fee will appear as separate line items on your statement.
Inactivity fee	\$0.00	There is no fee if your Card account becomes inactive. Inactivity is defined as no deposits, purchases, calls to the automated or live customer service, cash withdrawals, ATM balance inquiries, or fund transfers.

* "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 1-844-318-0740, 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.