

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	\$0	\$0 in-network \$1.50 out-of-network	N/A
ATM balance inquiry			\$0.00
Customer service (automated or live agent)			\$0.50* or \$0 per call
Inactivity			\$0

We charge 4 other types of fees. Here are some of them:

Card replacement (regular or expedited delivery)	\$0 or \$25.00
International transaction (excl. ATM withdrawal & balance inquiry fees)	3% of the transaction amount

* This fee can be lower depending on how and where this card is used.

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 the cardholder agreement.

List of all fees for California Child Support Prepaid Card

All Fees	Amount	Details
Spend money		
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 When using your card at an ATM, the maximum amount that can be withdrawn from your Card account per calendar day is \$500.00.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 withdrawal (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 When using your Card at an ATM, the maximum total amount that may be withdrawn from your Card account per calendar day is \$500.00.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 withdrawal (OTC)*	\$0.00	There is no fee for teller-assisted withdrawals at Mastercard member bank or credit union teller windows.
Information		
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 Cash Access (Coming in 2021)	\$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 PIN to be used at an ATM near you. You can request the PIN by calling the number on the back of your card or by logging on to GoProgram.com and selecting "Services" then "Cardless Cash Access." You may also access this feature on the mobile app.

* "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 Services by calling 1-844-318-0740, by mail at P.O. Box 245997, San Antonio, TX 78224-5997 or visit 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.