

TIPS FOR RESPONSIBLE USE OF

The Pennsylvania EPPICard™ Debit MasterCard® Card



1. Contact EPPICard™ Customer Service and activate your card by selecting a PIN. Never give your PIN to anyone. Keep your PIN private. **Don't throw this card away or return it to EPPIC™.**
2. Be advised that only paid support amounts will be available on your Pennsylvania EPPICard™.
3. Some businesses place a hold on your available EPPICard™ funds until your transaction clears. It can take one or two days for the funds to be released. For example, hotels and car rental agencies do this because when you use your card the transaction may not be finalized by you until several days later.
4. Cash refunds will not be made to you for point of sale purchases. A merchant will give your account a credit for returned merchandise by processing a credit adjustment to your EPPICard™ account. The credit adjustment will be applied to your available funds balance.
5. You can get cash at any bank displaying the MasterCard symbol. Go to the teller and ask for the desired amount of cash that is available to you. You will not be charged a fee to get this cash. If you are charged a fee, contact EPPICard™ Customer Service at 1-800-304-1669 and this fee will be credited to your account. **Do not ask for a cash advance.**

FREQUENTLY USED CONTACT INFORMATION

Local Domestic Relations
Office (Write # here.)

To update your address or ask questions about your payments, contact the PA SCDU at:
1-877-727-7238

To obtain your account balance, you should use the EPPICard™ Web Site at:

www.EPPICard.com

EPPICard™ Customer Service
1-800-304-1669

Available 24 hours a day 7 days per week

Remember: You will continue to call your county Domestic Relations Office for all other support questions.

6. Contact EPPICard™ Customer Service at 1- 800-304-1669 immediately if you think your card is lost or stolen. If you do not contact them immediately you may be held responsible for the first \$50 that is used from your funds. If reported immediately, the first \$50 will not be your responsibility.
7. If you lose your Pennsylvania EPPICard™ or your card is damaged, your first replacement card is FREE. All other replacement cards cost \$5.00. A replacement card can be sent over-night to you for an additional fee of \$15.00.
8. You may not use your card to perform transactions that exceed the amount of funds made available to you through your support payments.
9. PLEASE BE ADVISED THAT if any of your transactions exceed the amount available to you, you have agreed to repay the amount without further demand by EPPICard™.
10. You must update your mailing address by either contacting your local Domestic Relations Office or calling the EPPICard™ Customer Service. If you do not keep your address updated, subsequent EPPICard™ mailings will not be forwarded.