

Your Pennsylvania EPPICard™ Debit MasterCard® Card For Support



Customer Service

- Report lost or stolen cards.
- Check your balance.
- Change your PIN.
- Review transaction history.
- Register a complaint about a card issue.
- Ask questions about card use.
- Discuss international card use.

DON'T THROW THIS CARD AWAY!

If you receive this card, all of your support payments will be disbursed on this card unless you have signed up for Direct Deposit.

Even then, all support payments will go to this card until Direct Deposit takes place with your bank.

www.EPPICard.com
for information about your account

Call ☎ **1-800-304-1669**
24 hours a day—7 days a week

For Customer Service from outside the U.S. call:
801-567-5342 Collect

The Customer Services number listed above is for anything relating to your Pennsylvania EPPICard™ account. For questions regarding anything else about your support case you should contact your county Domestic Relations Office.

Pennsylvania

Getting started with your Pennsylvania EPPICard™!

Your Pennsylvania EPPICard™ is more convenient than cash or checks and can be used at millions of locations worldwide.

PIN Selection

- Before using your card, follow the instructions on the card carrier to select your PIN.

How to Make Purchases

- Present your card when paying for an item.
- At most merchants you will be asked for your signature; at some merchants you will have an option to use your PIN.
- The purchase price will be deducted from your account.

How to Get Cash

Accessing your cash is easy—There are several ways to get cash using the Pennsylvania EPPICard™:

- From an ATM that displays MasterCard, Maestro or Cirrus.
- Cash Back with a purchase at a merchant that accepts Maestro.
- From a Teller at a bank location that displays the MasterCard brand mark.

ATMs

*You can use any ATM that has the **MasterCard, Maestro or Cirrus** brand mark on it.*

- You may press either the checking or savings button to receive cash.

ATM Transaction Fees—When you use an ATM there will always be a transaction charge of \$0.95 to your account for a withdrawal and \$0.50 for a balance inquiry.

ATM Surcharges—Many ATMs also apply a surcharge to your transaction. Surcharges may be as low as \$1.25 but may range higher, and will be in addition to the ATM Transaction fee. ATMs will warn you before you receive your money that a surcharge will be applied. You may cancel the transaction at the ATM screen if you do not want to pay the surcharge.

Pennsylvania EPPICard™ cardholders can use Wachovia Bank ATMs without a surcharge.

Wachovia Bank, N.A., Member FDIC, Wachovia is a registered trademark of Wachovia Corporation.



Cash Back with a Purchase

*Many retailers, particularly grocery stores who accept Maestro, will give you cash back with **no charge** when you make a purchase using your card and your PIN.*

- Tell the cashier you want cash back when you make the sales transaction. You will be required to enter your PIN.

From a Teller at a Bank

- Hand your card to the teller in a bank displaying the MasterCard brand mark.
- Tell them how much cash you wish to receive.
- There is no charge to you to make cash withdrawals at a bank that displays the MasterCard brand mark.
- If a bank charges you for a cash withdrawal report the incident to Customer Service for credit. (Customer Service may ask for a copy of your transaction slip.)

Use your money where you want, anytime you want!

The Pennsylvania EPPICard™ is accepted at millions of locations worldwide and gives you access to cash at over 892,000 ATMs. Many retailers, in addition to grocery stores, that accept Maestro will let you get cash back with purchases.

The Pennsylvania EPPICard™ is accepted everywhere a MasterCard debit card is accepted. You can use your card at:

- Grocery Stores
- Clothing Stores
- Office & School Supply Stores
- Restaurants
- Discount Stores
- Department Stores
- Home Furnishing Stores
- Theaters
- Gas Stations (must go inside)
- Drug Stores and Pharmacies
- Video Stores
- Doctors' Offices
- And ATMs



The Pennsylvania EPPICard™ is accepted everywhere that accepts Debit MasterCard, Maestro or Cirrus. If you don't see the brand mark all you will have to do is ask the cashier if they accept a MasterCard.

You can count on using your Pennsylvania EPPICard™ for all your purchases!

Avoid ATM Surcharges by using your **Pennsylvania EPPICard™** at Wachovia Bank ATMs.

The EPPICard™ MasterCard is issued by Comerica Bank. ACS is an authorized representative of Comerica Bank.

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