

April 17, 2017

Your Child Support Debit Card will be replaced soon!

Dear Cardholder,

Your NYS child support debit card will soon be replaced with a new Mastercard® debit card from Bank of America, N.A. The new card will be mailed to you between May 25, 2017 and June 14, 2017. Your new card and envelope will look like the ones pictured to the right.

What can I do to make sure I receive my new card?

If there have been changes to your mailing address, telephone number and/or name, you must update your information by calling the New York Child Support Helpline at 888.208.4485, TTY 866.875.9975, Video Relay Service (fcc.gov/encyclopedia/trs-providers).

What do I do when I receive the new card?

Activate your new Mastercard debit card immediately by calling the number on the activation sticker on the card.

When will my child support payments be deposited to the new card?

Any payments posted to any of your child support accounts on or after June 15, 2017 will be deposited to your new Mastercard debit card. No payments will be deposited to your old card after June 14, 2017.

How do I check the balance on my old card?

Check your old card balance at Eppicard.com or by calling the NYS EPPICard™ debit card call center toll free at 866.461.4093 (collect 801.352.3298 outside the United States).

What happens to any money that remains on my old card?

If money remains on your old card, you can use your funds to make purchases, get cash back with purchases, withdraw cash at an ATM or withdraw funds through a bank teller.

Can money on my old card be transferred to my new card?

No, money remaining on your old EPPICard™ cannot be transferred to the new Mastercard debit card.

What happens if I do not receive my new card?

If you do not receive your new card by June 14, 2017, call the New York Child Support Helpline at 888.208.4485, TTY 866.875.9975, Video Relay Service (fcc.gov/encyclopedia/trs-providers).



Important Dates

Today

Continue to use your current card

May 25, 2017 - June 14, 2017

New cards mailed

June 14, 2017

Deposits to old card **STOP**

June 15, 2017

Deposits to new Bank of America card **BEGIN**

Be sure we have your current address so you receive your new [Mastercard](#) debit card by mail.