

# New York Child Support Program

P.O. Box 1115  
Port Jervis, NY 12771  
RETURN SERVICE REQUESTED

**TIME SENSITIVE MATERIALS INSIDE  
PLEASE OPEN IMMEDIATELY**

Government Prepaid  
Debit Card  
123 Main Street  
Anytown, USA 98765

# New York Child Support Debit Card



## Activate your card immediately

- Visit [www.bankofamerica.com/nycsdebitcard](http://www.bankofamerica.com/nycsdebitcard) or call 1.844.323.7637 (TTY 1.866.656.5913).
- When prompted, create a four-digit Personal Identification Number (PIN) to use at ATMs.
- Your card is now ready to use—shop everywhere Mastercard® debit cards are accepted or get cash from an ATM or bank teller.
- **Sign the back of your card.**

## Customer service is available 24/7 for inquiries about your card

**Online:** [www.bankofamerica.com/nycsdebitcard](http://www.bankofamerica.com/nycsdebitcard)

**Phone:** 1.844.323.7637

**TTY:** 1.866.656.5913

**Outside U.S.** (collect): 423.262.1650

**Call immediately if your card is lost or stolen.**

## Zero liability

If your card is ever lost or stolen, Bank of America will reimburse you for any unauthorized card transactions, subject to certain terms and conditions set forth in your New York Child Support deposit agreement.

## How to use your card

### Purchases with a signature:

1. Present or swipe your card.
2. Choose “credit.”
3. Sign; take your card and receipt.

### Purchases with a PIN:

1. Swipe your card.
2. Choose “debit” and enter your PIN.
3. Many grocery stores offer cash back without a fee. If you want cash, select the amount and it will be added to your purchase.
4. Take your card, cash and receipt.

### Getting cash at an ATM:

1. Insert your card and enter your PIN.
2. Select “checking” and enter the amount you wish to withdraw.
3. Take your card, cash and receipt.

### Getting cash at a bank or credit union that accepts Mastercard:

1. Know your available balance before getting cash.
2. Present your card to the teller and say how much you want from your available balance.
3. You will need to show some form of ID.
4. Take your card, cash and receipt.

## Important information

- The enclosed deposit agreement contains legal terms and conditions for using your card.
- When you use your card or authorize others to use your card, you are agreeing to the terms and conditions in the agreement.
- This is a debit card—not a credit card. Funds are limited to your account balance. Each purchase or withdrawal is deducted from the card, so keep track of your balance.
- Please activate your card.

**SEE BACK FOR DETAILS ON FEES AND USING YOUR CARD.**

## Mastercard purchasing power

**Use your card everywhere Mastercard debit cards are accepted:**

- |                  |                 |                   |
|------------------|-----------------|-------------------|
| • Grocery stores | • Retail stores | • Restaurants     |
| • Gas stations   | • Mail orders   | • Medical offices |
| • Online stores  | • Phone orders  |                   |

### Getting cash back:

- Many grocery and convenience stores offer cash back without a fee when you make a purchase.

## ATM safety tips

- Be aware of your surroundings at ATMs. If you notice anyone or anything suspicious or unsafe when you approach an ATM, use another ATM or return later.
- At enclosed ATMs, close the door completely. Do not open the door while you are making your transaction.
- When you use a drive-up ATM, be sure passenger windows are closed and doors are locked.
- If you must use an ATM at night, consider taking someone with you.
- Always protect your card by keeping it in a safe place. If your card is lost or stolen, contact us immediately.

- Be discreet when entering your PIN at the keypad. After completing your transaction, carefully put away your card, cash and receipt before leaving the ATM area.
- Never give your PIN to anyone and never write it anywhere, especially on your card.
- Never give information about your card or PIN over the telephone. If someone is asking for this information, refuse and immediately contact us.
- Call 911 if you need emergency assistance. Immediately contact your local police if you experience or suspect a crime related to your account. If you have a concern about security at a Bank of America ATM, please call us at 1.800.222.7511.

## Special transactions

**Gas stations** – Paying at the pump may cause a hold of up to \$100; consider paying inside, saying how much you want to purchase, and signing the receipt.

**Restaurants** – Restaurants may verify you have enough in your account for the bill. Make sure you have enough funds to cover any added tip.

**Hotels** – The hotel may hold the amount of your estimated bill, making that amount unavailable for other purchases. When you check out, the hold may take a few days to be removed.

**Auto rentals** – You may use your card for final payment for a rental car, but a credit card may be necessary to reserve a rental car.

**Returns** – Store return policies vary. You may receive a credit to your account or a store credit. A credit to your account may take a week to process before funds are available for use.

## For Your Protection

- You must first activate your card by calling customer service.
- Monitoring: To protect your account, Bank of America monitors your card usage and looks for abnormal activity that might indicate fraud.
- Privacy Policy: Keeping your financial information secure is one of the Bank's most important responsibilities. Visit [www.bankofamerica.com/prepaidprivacy](http://www.bankofamerica.com/prepaidprivacy) for an explanation of how the Bank manages your information related to this debit card program.

## Transaction Limitations

- ATM Withdrawals — You may withdraw up to \$1,000 from an ATM during any 24-hour period.
- Funds transfer to other accounts: The minimum transfer amount is \$20.

## Schedule of Bank Fees

Bank Fees for New York Child Support Debit Card transactions will be charged to your Account as they occur on a daily basis.

SERVICES WITH NO FEES	
PURCHASE TRANSACTIONS	
Purchase at Merchants (signed, using PIN, online, phone or mail purchases)	<b>No Fee</b>
ATM TRANSACTIONS*	
ATM Balance Inquiries (all ATMs)	<b>No Fee</b>
Declined Transactions (ATMs only)	<b>No Fee</b>
OTHER SERVICES	
Teller Cash Access (Available at financial institutions that accept Mastercard) (Limited to available balance only)	<b>No Fee</b>
Online, Automated, Live, or International Customer Service Inquiry	<b>No Fee</b>
Account Alert Service	<b>No Fee</b>
Online Funds Transfer	<b>No Fee</b>
Mailed Account Statement	<b>No Fee</b>
International Transaction Fee	<b>No Fee</b>
Account Closure Check Issuance	<b>No Fee</b>

SERVICES WITH FEES	
ATM TRANSACTION FEES*	
Bank of America or Allpoint ATM Withdrawal (in the U.S.)	Two free per month, \$0.50 thereafter
Non-Bank of America or Non-Allpoint ATM Withdrawal (in the U.S.)	\$0.50 per transaction
ATM Withdrawal International (all ATMs outside the U.S.)	\$0.50 per transaction
OTHER SERVICE FEES	
Card Replacement (in the U.S.)	No Fee for first replacement each year, \$5.00 thereafter
Card Replacement—Express Delivery (additional charge)	\$12.50 per request

\*ATM owners may impose an additional "convenience fee" or "surcharge fee" for certain ATM transactions (a sign should be posted at the ATM to indicate additional fees); however, you will not be charged any additional convenience or surcharge fees at a Bank of America or Allpoint ATM. A Bank of America ATM means an ATM that prominently displays the Bank of America name and logo. An ATM Transaction Decline occurs when you request an amount greater than your balance or you incorrectly enter your PIN more than four times. Balance inquiries may not be available at all ATMs outside the U.S.

Note: For any questions related to the above fee schedule, please call the New York Child Support Debit Card Customer Service Center at 1.844.323.7637, 1.866.656.5913 TTY, or 423.262.1650 (Collect, when calling outside the U.S.). For any questions regarding your payment amounts, please contact the New York State Child Support Helpline at 1.888.208.4485 (TTY 1.866.875.9975).

This card is issued by Bank of America, N.A. pursuant to a license from Mastercard International Incorporated. Mastercard is a registered trademark of Mastercard International Incorporated.