

RE: International Child Support Payment Options

FROM: Barry Brooks

Once Child Support is collected in one country for a recipient resident in another country, payment processing options fall into three basic configurations, each with its own related issues.

Agency to Agency/Payee

The current process between IV-D Agencies is primarily to send EFT (electronic funds transfer) bulk transfers with an accompanying EDI (electronic data interchange) that parses the money between cases. In the situation where a check or warrant might be used, the Payee is the Receiving Agency.

The use of this process for International agency to agency money transfers appears to be in the infancy stage. A representative of a German Agency indicated it was receiving bulk transfers from Virginia using a service of Wachovia. Further information revealed that the detail of who the payments are for and the amounts is sent by email rather than EDI.

The underlying problem appears to be the lack of a “standard record” that contains all of the information needed. International banking standards already provide for the exchange of normal Buyer and Seller information. The challenge for child support is the need to have

- Debtor Information (name, ID/SSN number)
- Collecting State Information (case number as well as Agency as Payor information)
- Receiving State Information (case information as well as Agency as Payee information)
- Creditor Information (name, ID/SSN number)

For foreign agencies that can accept payments as the Payee, Texas currently sends individual warrants. Some problems have been encountered with insufficient detail accompanying the warrant; however, these usually can be quickly resolved by email communication.

There are some common issues that permeate all the options involving sending a payment instrument to a foreign address. They revolve around the postal service and include:

- Incorrect foreign address format
- Insufficient postage
- Slow delivery time

Agency to Agency with Creditor Payee

Several foreign Agencies have stated a desire or ability to serve as a “conduit” for payments. However, they are unable or unwilling to be the Payee on the instrument sent by the collecting Agency. This usually requires the collecting Agency to treat the case like one in which the Creditor has designated a “care of” address. As discussed below, this approach has the same problems as direct payments to the Creditor with the possible exception that the foreign Agency can provide some security and assurance the check or warrant is actually delivered to the

Creditor.

Agency to Creditor Payee

Several foreign Agencies have stated that they do not want or can not have any involvement in the processing of payments to the Creditor. This creates some correspondence difficulties which are not germane to the payment options.

Whether individual payments are sent directly to the Creditor Payee or to the Creditor Payee % the foreign Agency, the ability to negotiate the payment instrument is often limited and can incur substantial fees. There were reports that some countries were withholding the check from the Creditor Payee.

Debit Card Option

Most, if not all, IV-D Agencies are moving towards having Oblige/Creditor receive support payments either by Direct Deposit to a banking account or as “stored value” on a Debit Card. The ability of a foreign resident Creditor to open a U.S. bank account is problematic. (Issues regarding the need for the account to be with a U.S. bank include Homeland Security, Money Laundering, and other legislation as well as NACHA [National Automated Clearance House Association] issues.) However, the ability of a foreign resident Creditor to obtain a Debit Card appears to be a very viable option.

One of the leading vendors of Debit Cards appears to be “EPPICard”. It currently provides Debit Card services for child support payments to 14 states.

FL	MS	OH	UT
GA	NJ	OK	VA
IL	NY	PA	
IN	NC	TX	

<https://www.eppicard.com/>

Texas is very proactive in suggesting that foreign resident Creditors request a Debit Card. It is a quick and safe way to assure the Creditor receives support payments. The card is “branded” by different financial institutions in different states; but, almost all seem to have international operations or be associated with other financial institutions that do. This provides Creditors with a myriad of locations to obtain currency. The cards branded with MasterCard tout over 1 million locations in 210 countries. A location search for the VISA branded card turned up 10 locations in less than 1/2 mile from the center of Bonn, Germany. The fee for an international transaction is reasonable. Attached to this memo are information sheets from Texas, Florida, and New York showing international fees of \$ 1.25 and \$ 2.50 and also some of the other branded financial institutions associated with both VISA and MasterCard.



IMPORTANT INFORMATION REGARDING THE Texas Debit Card Program

The Texas Debit Card is the new way to receive your payments. You can get cash at banks and ATMs and make purchases at most stores in the USA and around the world. It is accepted everywhere Visa® debit cards are accepted.

Benefits of the Texas Debit Card

- No waiting for the check to be mailed.
- No worries about getting your check cashed.
- Spend your money by presenting your debit card.
- Use your money whenever—it is safe, fast and convenient.
- Customer Service toll free number to answer questions and obtain your balance.

To Make Purchases

- Simply present your card when paying.
- The money is automatically deducted from your account.
- You may also ask for "cash-back" with your purchase at many merchant locations.

To Get Cash at an ATM or Bank Teller

- Use an ATM for the convenience of cash withdrawals.
- Use your two free bank teller cash withdrawals each month.

ATM Balance Inquiries

- You may check your account balance at ATMs.
- A fee of \$0.50 will be charged for each ATM Balance Inquiry.
- Avoid this fee by calling 866-729-6159 or by accessing the Web at www.EPPICard.com.

Surcharge Fees

- Some ATMs will also apply an individual convenience fee called a surcharge to use their ATM.
- Avoid this fee by using a Wells Fargo® ATM, 7-Eleven® store ATMs, and some selected PLUS® ATMs.
- Always read the ATM messages carefully.
- You may cancel the transaction if you wish to avoid the fee.
- Look for these brand marks:



Wells Fargo Bank, N.A.



7-Eleven®, Inc.

Spend Your Money at Your Convenience

You can use your Texas Debit Card at merchant locations worldwide, anywhere Visa debit cards are accepted. Your card is safer and more convenient than using cash or checks.

Use your card at:

- Banks and ATMs for cash
- Grocery stores
- Doctors' offices
- Clothing, department, and discount stores
- Office and school supply stores
- Merchants for Cash Back with purchase
- Restaurants
- Drug stores and pharmacies
- Wherever Visa debit cards are accepted

Are there fees for using the card?

- Each month, you will receive two (2) free cash withdrawals at any Wells Fargo® ATM. **No Fee**
- Each month, you will receive two (2) free cash withdrawals at any Visa financial institution's bank teller window. **No Fee**

Merchant Locations:

- Purchases **No Fee**
- Cash Back with Purchase **No Fee**

Wells Fargo Banks:

- ATM **\$1.25 each time after 2 free**

Other Banks displaying the Visa or PLUS brand mark:

- ATM **\$1.25 each time**
- Bank Teller **\$2.00 each time time after 2 free**

Other Fees:

- ATM Balance Inquiry **\$0.50 each time**
- ATM Denial for Insufficient Funds **\$0.50 after 2nd request**
- International Transactions **\$1.25 each time**
- Card Replacement **\$5.00**
- Expedited Card Delivery **\$15.00**

How to Avoid Fees

- Use your two free bank teller cash withdrawals each month.
- Use your two free cash withdrawals at Wells Fargo® ATMs.
- Make balance inquiries online or by calling 1-866-729-6159.

Customer Service

- Web access to your account balance and transaction history.
- A Toll free number for questions, 866-729-6159.
- Report a lost or stolen card.
- Request information about your account or dispute a transaction posted to your account.
- Request a printed monthly statement.

Do I have a choice in how I receive my payments?

Yes, there are three options. You may select Texas Debit Card, Direct Deposit or state check. If you already have a bank account, your payments can be deposited into your account using Direct Deposit. To request a Direct Deposit form, call 866-729-6159. If you already use direct deposit, you will continue to receive your payments this way. If you would like to continue receiving a state check, you must complete the enclosed payment option form and return in the postage paid envelope.

How do I get a Texas Debit Card?

- If you do nothing, you will receive a New Texas Debit Card and payments will be posted to this account.
- Your card will be sent to you by mail.
- Activate your card immediately by selecting a PIN as instructed on the card carrier.
- You can use your card only after payments are made to your account.
- If you would like to continue receiving a state check, you must complete the enclosed payment option form and return in the enclosed postage paid envelope.

Your card can be used wherever you see any of these brand marks:



Visit our Web site
for balance information

www.EPPICard.com



The Florida Debit Card is issued by Comerica Bank, N.A. pursuant to a license by MasterCard International Incorporated.

IMPORTANT INFORMATION REGARDING THE Florida Debit Card Program For Support Payments

The Florida Debit Card is a new way to receive your support payments. You can get cash at banks and Automated Teller Machines (ATMs) and make purchases at most stores in the USA and around the world. It is accepted everywhere MasterCard® debit cards are accepted.

Benefits of the Florida Debit Card:

- No waiting for checks to arrive in the mail
- No worries about getting your check cashed
- Safe, fast and convenient
- Customer Service toll free number to answer questions and obtain your balance

To Make Purchases

- Simply present your card when paying
- The money is automatically deducted from your account
- You may also ask for "cash-back" with your purchase at many merchant locations

To Get Cash at an ATM or Bank Teller

- Use an ATM for the convenience of cash withdrawals
- You are allowed unlimited bank teller cash withdrawals at any MasterCard® member bank

ATM Balance Inquiries

- You may check your account balance at ATMs
- A fee of \$0.50 will be charged for each ATM Balance Inquiry
- You can avoid this fee by calling 1-877-567-1768* or by accessing the Web at www.EPPICard.com

Surcharge Fees

- Some ATMs apply an individual convenience fee called a surcharge to use their ATM
- You can avoid this fee by using Wachovia Bank ATMs
- Always read ATM messages carefully
- You may cancel the transaction if you wish to avoid the fee
- Look for this brand mark:



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

Go to

www.wachovia.com
to locate the nearest Wachovia ATM

Spend Your Money at Your Convenience

You can use your Florida Debit Card at merchant locations worldwide, anywhere MasterCard® debit cards are accepted. Your card is safer and more convenient than using cash or checks.

Use your card at:

- Banks and ATMs for cash
- Grocery stores
- Doctors' offices
- Clothing, department, and discount stores
- Office and school supply stores
- Merchants for Cash Back with purchase
- Restaurants
- Drug stores and pharmacies
- Wherever MasterCard® debit cards are accepted

Are there fees for using the card?

- You are allowed unlimited free cash withdrawals at any MasterCard® member bank teller window as long as you have available funds in your account.

Merchant Locations:

- Purchases No Fee
- Cash Back with Purchase No Fee

Banks displaying the MasterCard® brand mark:

- ATM \$0.95 each withdrawal
- Bank Teller No Fee

Other Fees:

- ATM Balance Inquiry \$0.50 each time
- International Fees \$2.50 each time
- Card Replacement \$5.00 each time (first replacement free)
- Expedited Card Delivery \$15.00 each replacement
- Automated Telephone Inquiry \$0.25 each time after four calls*

*There is no charge for the first four telephone balance inquiries each month.

How to Avoid Fees

- Ask for Cash Back with your purchases
- Free cash withdrawals at any MasterCard® Member Bank teller window
- Avoid ATMs other than Wachovia that surcharge you for your cash withdrawal
- Review your balance online by accessing the website at www.EPPICard.com

Customer Service

- Web access to your account balance and transaction history
- A Toll free number for questions, 1-877-567-1768
- Report a lost or stolen card
- Request information about your account or dispute a transaction posted to your account
- Request a printed monthly statement

How do I get a Florida Debit Card?

- Complete the enclosed Payment Options Form, choosing the Florida Debit Card
- Your card will be sent to you by mail
- Activate your card immediately by selecting a PIN as instructed on the card carrier
- You can use your card only after payments are made to your account

Your card can be used wherever you see the following brand mark:



Visit our Web site for balance information

www.EPPICard.com

IMPORTANT INFORMATION REGARDING YOUR SUPPORT PAYMENTS



The New York EPPICard™ Debit MasterCard® Card

The New York EPPICard™ is the new way to receive your support payments. Using it you can access your money at banks, ATMs and stores across New York, the nation, and the world!

Benefits of the New York EPPICard™ include:

- No bank account needed.
- No check cashing fees.
- No worries about lost or stolen checks.
- Use your card all across New York, the United States, and worldwide.
- Balance and account information available 24 hours a day, every day.
- Safe, secure, convenient access to your support payments.

Use your money where you want, anytime you want!

The New York EPPICard™ is accepted at millions of locations worldwide that accept MasterCard debit cards and gives you access to cash at all MasterCard® ATMs. You can get cash back with purchases at many businesses that accept Maestro, like grocery stores. **You can count on using your New York EPPICard™ for all your purchases as long as you have support payments on your card.**

The New York EPPICard™ is accepted at millions of locations worldwide. 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, Drug Stores and Pharmacies, Video Stores, Doctors' Offices and ATMs.

How to use the New York EPPICard™

Your New York EPPICard™ is more convenient than cash or checks and can be used anywhere a MasterCard debit card is accepted.

To Make Purchases

Present your card when paying. The money is automatically deducted from your support account.

To Get Cash

There are several ways to get cash:

ATMs

- You can use any ATM that has the MasterCard, Maestro or Cirrus brand mark.
- There is a \$0.90 transaction fee for all ATM withdrawals. Some ATMs will charge a surcharge in addition to the \$0.90 transaction fee.



New York EPPICard™ cardholders can use Wachovia Bank ATMs without a surcharge. (Only the \$0.90 transaction fee will be charged.)

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

Cash Back with a Purchase

- Many retailers that accept Maestro, particularly grocery stores, will give cash back with no fee when you make a purchase using your PIN.
- There is no charge for cash back at a point of sale.

From a Teller at a Bank

- Give your card to any teller in a bank displaying the MasterCard brand mark.
- There is no charge to you to get cash at a bank displaying the MasterCard brand mark.

Frequently Asked Questions

Why switch from checks? When support payments are sent electronically they get to you more quickly and safely. It also saves money by eliminating lost and forged checks.

What is the New York EPPICard™? It is a type of debit card designed specifically for New York. It is accepted everywhere MasterCard debit cards are accepted.

Do I have a choice on how I receive my support payments? Yes, there are three options. You may use direct deposit, you may select the New York EPPICard™, or you may continue receiving checks. If you want to select the New York EPPICard™, you should fill out the enrollment form you received with this mailing. If you do nothing, you will receive your support payments via check.

How is the New York EPPICard™ different from Direct Deposit? With direct deposit your support payments are deposited in your bank account. You would use the funds deposited the way you use any other money in your account. With the New York EPPICard™ your support payments are held in a separate account used only for your payments. You use your money by using your card. You can make purchases or withdraw cash using the New York EPPICard™.

What do I need to do to get a New York EPPICard™? Complete and return the enrollment form. If you have changed your address, you must notify your local Support Collection Unit as well as update the information on the enrollment form. **Your New York EPPICard™ will not be forwarded. If you do not correct your address information, this may delay receipt of your support payments.**

Are there any fees for using the card? There is no monthly fee for using the card.

SERVICE	FEE
Purchase	No Fee
Cash Back with Purchase	No Fee
Cash Back at Bank with MasterCard Brand Mark	No Fee
ATM Cash Withdrawal	\$0.90 + surcharge
ATM Balance Inquiry	\$0.50
Monthly Account Access via IVR (Including balance inquiries)	\$0.25 after 5 th Call
Card Replacement	\$5.00
Expedited Card Replacement	\$15.00

What do I do if I have questions about enrolling in the New York EPPICard™ program? If you have questions about enrollment, please call 1-888-208-4485, Monday through Friday, 8:30 AM – 5:00 PM.

Your card can be used wherever you see these MasterCard brand marks:



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

www.EPPICard.com

See Reverse Side for Information Regarding Direct Deposit