

List of all fees for Wisconsin Child Support Prepaid Debit Card

All Fees	Amount	Details
Get Started		
Card purchase	\$0.00	There is no fee to obtain a Card account.
Monthly Usage		
Monthly Usage Fee	\$0.00	There is no monthly fee associated with this card.
Spend money		
Point-of-sale (POS)	\$0.00	There is no fee for POS purchase transactions conducted in the U.S. using your signature or Personal Identification Number (PIN) number.
Online Bill Pay	\$0.00	There is no fee to use our bill pay service on our website, www.GoProgram.com .
Get Cash		
ATM withdrawal (in-network)	\$0.00	There is no fee for ATM withdrawals conducted at MoneyPass ATM locations. Locations can be found at https://moneypass.com/atm-locator.html . When using your Card at an ATM, the maximum total amount that may be withdrawn from your Card account per calendar day is \$500.00.
ATM withdrawal (out-of-network)	\$1.50	This is our fee. "Out-of-network" refers to all ATMs outside of the MoneyPass ATM Network. You will be assessed a fee for each ATM withdrawal conducted at an out-of-network ATM. You may also be charged a fee by the ATM operator, even if you do not complete a transaction. However, MoneyPass and Alliance One networks will not have a surcharge fee. Locations can be found at https://moneypass.com/atm-locator.html ; www.allianceone.coop/a1atm/find . When using your Card at an ATM, the maximum total amount that may be withdrawn from your Card account per calendar day is \$500.00.
Teller-assisted cash withdrawal (OTC)	\$0.00	There is no fee for cash withdrawals conducted at Mastercard Member Bank or Credit Union teller windows.
Information		
ATM balance inquiry (in-network)	\$0.00	You are allowed unlimited ATM balance inquiries at in-network (MoneyPass) ATMs locations.
ATM balance inquiry (out-of-network)	\$0.50	This is our fee. You will be assessed a fee for each ATM balance inquiry conducted at out-of-network ATMs.
ATM or POS denial	\$0.75	This is our fee. You will be assessed a fee for each ATM or Point-of-Sale denial. A denial occurs when there are not sufficient funds available to cover your cash withdrawal request or purchase.
Customer service (automated or live agent)	\$0.00	You are allowed unlimited calls to Customer Service Interactive Voice Response (IVR) for no fee each month to check your balance or hear your transaction history. Customer service (automated or live agent)
Using your card outside the U.S.		
International ATM transaction	\$1.50	This is our fee. You will be assessed a fee for each ATM withdrawal conducted outside of the U.S.A. You may also be charged a fee by the ATM operator, even if you do not complete the transaction. International transaction fee applies.
International transaction fee	3%	Conversion rate is a Mastercard fee for each transaction amount conducted outside of the U.S.A.
International Balance Inquiry	\$0.50	This is our fee for conducting a balance inquiry at an ATM outside of the U.S.A.
Other		
Card replacement	\$5.00	This is our fee. After receipt of your initial Card, you may receive one Card replacement for no fee each 12-month period. A fee will be assessed for each additional Card replacement. Standard delivery (7 to 10 calendar days) for no fee is included.
Expedited card delivery	\$15.00	This is our fee. If you request your card to be expedited rather than by receiving it by regular mail you will be assessed the expedited card delivery fee. Expedited card delivery (3 to 5 calendar days).
Funds transfer	\$0.00	There is no fee to transfer funds from your card account to a Bank account located in the U.S.A owned by you.
Inactivity fee	\$0.00	There is no fee if your card account becomes inactive.

Your funds are eligible for FDIC insurance and will be held at or transferred to Comerica Bank, an FDIC-insured institution. Once there, your funds are insured up to \$250,000 by the FDIC in the event Comerica Bank fails, if specific deposit insurance requirements are met. See fdic.gov/deposit/deposits/prepaid.html for details.

No overdraft/credit feature.

Contact Go Program Customer Service by calling 1-877-253-3686, by mail at P.O. Box 245997, San Antonio, TX 78224-5997 or visit www.GoProgram.com.

For general information about prepaid accounts, visit cfpb.gov/prepaid.

If you have a complaint about a prepaid account, call the Consumer Financial Protection Bureau at 1-855-411-2372 or visit cfpb.gov/complaint.