

IMPORTANT NOTICE
IMPROVED DEBIT CARD WEBSITE
NEW WISCONSIN CHILD SUPPORT WAY2GO DEBIT MASTERCARD

On January 8, 2022 the Wisconsin Child Support Program is converting to a new Wisconsin Way2Go Debit Mastercard. After conversion, you may continue to use your current EPPIC Debit MasterCard until expiration. **When your EPPIC Debit MasterCard nears expiration, you will receive the new Wisconsin Way2Go Debit MasterCard to activate.** In addition, debit card users will have access to an improved website at www.GoProgram.com which will offer you more services.

It is important to make sure that EPPIC has your current address. EPPIC will be mailing out detailed information about the conversion in December. You can update your debit card address with EPPIC by calling 1-877-253-3686. If you don't want to call, you may create a secure user ID and password at <https://www.eppicard.com/> and report your changes online. When you update your address with EPPIC the updated address will be provided to your assigned County Child Support Agency.

The Wisconsin child support program uses electronic disbursements for child support related payments which includes child support, alimony, family support and past-due support. The two electronic disbursement methods available to you are direct deposit into a designated checking / savings account or enrollment into the Wisconsin Child Support debit card program.

If you want to change your payment method to direct deposit you can do this at any time. If you have a checking account, complete the direct deposit application on the back of this letter, attach a voided check (not a deposit slip) or you may attach a letter from your financial institution, on their letterhead, that provides your checking account number and the financial institution routing number and send to the address found on the top left hand corner of the direct deposit application.

If you only have a savings account, you can still enjoy the ease and security of direct deposit. Complete the direct deposit application and attach a letter from your financial institution, on their letterhead, that provides your savings account number and the financial institution routing number. Mail the completed form along with the letter from your financial institution to the address found on the top left-hand corner of the direct deposit application.

Payments received after your direct deposit application has been processed will be deposited directly into your account.

If you have any questions regarding the application, you may call the KIDS Info Line, 800-991-5530 toll free or TDD 209-5209 toll free, weekdays, 8 a.m. – 5 p.m. (CST), and speak to a customer service representative.

The Department of Children and Families is an equal opportunity employer and service provider. If you have a disability and need to access services, receive information in an alternate format, or need information translated to another language, please call the Child Support Program at 608-422-6250. Individuals who are deaf, hard of hearing, deaf-blind or speech disabled can use the free Wisconsin Relay Service (WRS) – 711 to contact the department.

WI SCTF
PO Box 07914
Milwaukee WI 53207-0914



Wisconsin CARES About KIDS
WI Support Collections Trust Fund

TEL: 800-991-5530
TDD: 877-209-5209

Authorization Form: **Direct Deposit**

Please print and **complete ALL the information below**. We **WILL NOT** process forms with missing information.

Name: _____

Address: _____

City/State/ZIP: _____

Daytime Telephone: (____) _____

Home Telephone: (____) _____

Your Child Support PIN Number: _____

(Contact your Child Support Agency if you do not know your PIN)

Social Security Number: _____

Bank Routing Number: _____

(See sample check or contact your bank for the routing number)

Bank Account Number: _____

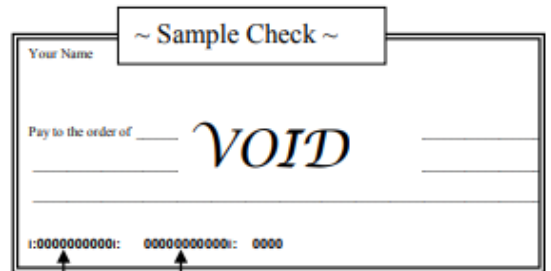
(See sample check or contact your bank for the account number)

Account Type: Checking Savings (Check One)

Bank Name: _____

Bank City/State: _____

Important
You **must** include a copy of your check showing the account and routing numbers.
Write "Void" across your check



Routing Number Account Number

I want to: Sign up for Direct Deposit Change My Account Cancel Direct Deposit (Check One)

I agree: (Check One)

- The whole amount of my direct deposit payment **will NOT** be moved to an account **outside the United States**.
- The whole amount of my direct deposit payment **will** be moved to an account **outside the United States**.

Note: By signing this form you authorize the WI Support Collections Trust Fund (WI SCTF) to initiate payments to the above account. You may check the date your payments were processed by the WI SCTF online at childsupport.wisconsin.gov or by calling the WI Support Collections Trust Fund at the phone numbers listed above.

It takes at least 2 business days from the date the WI SCTF processes your payment for your bank or credit union to credit a direct deposit payment to your bank account. It is very rare, but there might be further delays in the direct deposit of support payments. We recommend that you confirm the direct deposit with your financial institution to be sure the deposit transaction is complete. You must call your Child Support Agency or the Trust Fund to stop direct deposit.

You are responsible for ensuring that there are adequate funds in your account before withdrawing funds. The Department of Children and Families and its vendors are not liable for overdraft fees and charges.

Please sign and date this form, then mail it to the address at the top of the form.

Signature: _____ Date: _____

Office Use Only: Sent By: _____ Date Received ____/____/____ Entered By: _____