

North Carolina Child Support Debit Card (NCKIDSCARD) Frequently Asked Questions

1. What is the North Carolina Child Support Debit Card (NCKIDSCARD)?

The NCKIDSCARD is a debit card issued by our bank. When child support is paid, it is deposited electronically into your NCKIDSCARD account.

2. How can you use the NCKIDSCARD?

- To make purchases everywhere VISA debit cards are accepted, including places like grocery stores, gas stations, pharmacies and restaurants. Many merchants offer a cash back option when you make a purchase.
- To pay bills
- To place phone, mail, or online orders;
- To get cash from any ATM in North Carolina and throughout the world. There are currently more than 9,000 ATM locations in North Carolina, 364,000 locations in the US and over a million locations internationally. ATM fees may apply.

The amounts of purchases or cash withdrawals are automatically deducted from any available funds on the card.

3. Is it a credit card?

No. You may only use the funds that have been deposited from child support payments. There are no credit checks or approvals required.

4. How do you determine if money is available on your NCKIDSCARD?

Money is generally available for your use by the 2nd business day from the date the payment is received by us. To verify your NCKIDSCARD account balance, you can access your account online, check your balance using an ATM machine (ATM fees can apply), or call the bank's customer service center at 1-866-834-1120. You will also be mailed monthly statements of your account.

5. What fees will you have to pay when you use the NCKIDSCARD?

The NC Child Support Debit Card is offered by the Child Support Enforcement program in partnership with our bank. While we have worked to keep costs associated with this service as low as possible, certain ATM fees will apply.

6. Will you receive a new card every time a child support payment is made?

No. You will receive only one card and all future child support payments will be automatically deposited to your card. As with any bank card, it is important to safeguard

its use and whereabouts. Even if the non-custodial parent is currently delinquent or simply not paying the support due, your debit card will remain active.

7. Can you add money to NCKIDSCARD account?

No. You will not be able to deposit money to the NCKIDSCARD account.

8. What if your card is lost, stolen or damaged?

If your card is lost, stolen, or damaged, you can get a replacement card. However, you can only get 1 **free** replacement card per calendar year.

Contact the bank at 1-866-834-1120 to request a replacement card.

9. Can you switch from payments being deposited in your NCKIDSCARD account to being directly deposited into your bank account?

Yes. You may complete an Authorization For Automatic Deposit of Child Support Form at any time, and submit it to your local Child Support Enforcement Agency (CSE) or to the CSE Electronic Funds Transfer (EFT) unit in Raleigh, N.C.

10. Who do you contact with any questions about your NCKIDSCARD account?

You may contact the bank at 1-866-834-1120 with any questions regarding your NCKIDSCARD account (balance, fees, replacement cards, etc.).

Remember to keep your “mail” address current with Child Support Enforcement by calling the CSE Customer Service Center at 1-800-992-9457.