

## NOTICE

### **If you receive child support payments via the Pennsylvania EPPICard**

**Pennsylvania EPPICards Issued in 2004 are being replaced this year. Please make sure your address is current with your local DRS office or through EPPICard Customer Service 1-800-304-1669**

#### **Questions and Answers Regarding Expiring Pennsylvania EPPICards:**

**Where do I find my card's expiration date?** Pennsylvania EPPICards contain a "Valid Thru" date located on the front of the card list just above your name. This is your card's expiration date.

**When will my card expire?** The Valid Thru date lists the month and year your card will expire. Your card will be valid thru the last day of the month. (Example: "Valid thru 06/07" means your card will be through June 30, 2007)

**Why does my card have an expiration date?** Debit cards contain a magnetic stripe, over time it can become worn as can the card itself through regular usage. EPPICards have an expiration date of 3 years in order to keep your card in good working condition.

**What happens after the "Valid Thru" expiration date?** The expired card will **not** be accepted at financial institutions or merchants after this date. (It will be accepted thru the last day of the month listed)

**Do I have to request a replacement?** No, EPPICard customer service will automatically mail you a new card to replace the one that is expiring. If you have moved, please make sure your address is current with your local Domestic Relations Office, or EPPICard Customer Service, the card cannot be forwarded.

**Will I be charged for the expiring card's replacement?** No.

**When will the replacement of my expiring card arrive?** You should receive your renewal card around the first part of the month in which the card should expire. If you have not received it by the 20<sup>th</sup> day of that month please contact EPPICard Customer Service at 1-800-304-1669.

**What should I do when my renewal card arrives in the mail?** You will need to select a PIN for your renewal card in order to activate it. Follow the instructions enclosed with the card. The expiring card will no longer be usable once the renewal card is activated.

**Can I keep the same PIN?** Yes, the same PIN can be used. You must activate the renewal card by following the enclosed instructions provided with the renewal card.

**Will my renewal card have the same card number (PAN)?** No, the renewal card will have a different card number.

**What happens to funds on my expiring card?** Your support payments are located in an account and are not tied to a specific card. Any unspent funds in your EPPICard account automatically transfer to your renewal card once activated.

**What about name changes?** If you have gotten married or legally have changed your name, you must make this change through your local Domestic Relations Office and provide proper documentation.

EPPICard Customer Service 1-800-304-1669  
[www.childsupport.state.pa.us](http://www.childsupport.state.pa.us)  
Philadelphia DR Customer Service 215-686-4007