

**NEW MEXICO HSD-CSED PREPAID DEBIT CARD ENROLLMENT FORM**  
**FORMULARIO DE SUSCRIPCIÓN A LA TARJETA DE DÉBITO PREPAGA HSD-CSED DE NUEVO MÉXICO**

**Name (please print)** \_\_\_\_\_  
*Nombre (por favor escriba en letra de imprenta)      First –Primer Nombre      Middle Initial – Inicial del Segundo Nombre      Last – Apellido*

**Address** \_\_\_\_\_ **Apt. #** \_\_\_\_\_  
*Dirección      Dpto #*

**City** \_\_\_\_\_ **State** \_\_\_\_\_ **Zip Code** \_\_\_\_\_  
*Ciudad      Estado      Código postal*

**Phone Number ( )** \_\_\_\_\_ **Date of Birth** \_\_\_\_\_ **Social Security Number (required)** \_\_\_\_\_  
*Número de teléfono      Fecha de Nacimiento      Número de Seguro Social (obligatorio)*

**Child Support Member Number (required)** \_\_\_\_\_  
*Manutención de menores Número de Miembro (obligatorio)      (This is the 9 – digit Member Number located on your payment stub. Or contact the NM CSED at 1-800-283-4465)*  
*(Este es el Número de Miembro de 9 dígitos que se encuentra en su talón de pago. O comuníquese con el CSED de NM al 1-800-283-4465)*

By signing this form, I authorize the New Mexico Child Support Enforcement Division (“State Agency”) to share information about me with Comerica Bank, (“Bank”) for the purpose of establishing a Prepaid Debit Card account (“Prepaid Card”) that will be used by the State Agency for disbursement of my child support payments. I understand that the Prepaid Card is a voluntary disbursement option provided by the State Agency and will cancel and replace any direct deposit or check selections I have made previously. I acknowledge that the Prepaid Card is subject to certain terms, conditions and fees established by the Bank and agree to be bound by the terms of the State of New Mexico Prepaid Debit Card Deposit Agreement from Comerica Bank, that will be provided when I receive my Prepaid Card. I have received, read and understand the Schedule of Fees furnished with this enrollment brochure.

Al firmar este formulario, autorizo a la División de Cumplimiento de Manutención de Menores de Nuevo México («Agencia Estatal») a compartir mí información con Comerica Bank («Banco») con el fin de establecer una cuenta de tarjeta de débito prepaga («Tarjeta prepaga») que utilizará la Agencia Estatal para el desembolso mis pagos de la manutención de menores. Entiendo que la tarjeta prepaga es una opción de desembolso voluntario proporcionada por la Agencia Estatal y cancelará y reemplazará cualquier depósito directo o selección de cheques que haya hecho anteriormente. Reconozco que la tarjeta prepaga está sujeta a ciertos términos, condiciones y cargos establecidos por el Banco y acepto regirme por los términos del Acuerdo de depósito con tarjeta de débito prepaga del estado de Nuevo México de Comerica Bank, que se proporcionará cuando reciba mi Tarjeta Prepaga. He recibido, leído y entiendo la Tabla de Tarifas que se proporciona con este folleto de suscripción.

**Signature (required)** \_\_\_\_\_ **Date (required)** \_\_\_\_\_  
*Firma (obligatorio)      Fecha (obligatorio)*

**[Mail to NM State Disbursement Unit, PO Box 2348, Santa Fe, NM 87504, or fax to NM SDU at 505-476-3920]**

**[Envíe por correo a la Unidad de Desembolsos del Estado de NM, PO Box 2348, Santa Fe, NM 87504, o por fax a NM SDU al 505-476-3920]**

## List of all fees for NM Child Support Way2Go Card Prepaid Mastercard

All Fees	Amount	Details
<b>Get Started</b>		
Card purchase	\$0.00	There is no fee to obtain a Card account.
<b>Monthly Usage</b>		
Monthly Usage Fee	\$0.00	There is no monthly fee associated with this card.
<b>Spend money</b>		
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 Payment	\$0.00	There is no fee for paying bills online via GoProgram.com.
<b>Get Cash</b>		
ATM withdrawal (in-network)	\$0.00	There is no fee for in-network ATM withdrawals. In-network refers to Allpoint ATM locations. Locations can be found at <a href="https://www.allpointnetwork.com/locator.html">https://www.allpointnetwork.com/locator.html</a> . When using your Card at an ATM, the maximum amount that can be withdrawn from your Card account per calendar day is \$500.00
ATM withdrawal (out-of-network)	\$1.20	This is our fee. You will be charged for each transaction conducted at out of network ATM locations. Out-of-network refers to any ATMs not in the Allpoint ATM network. You may also be charged a fee by the ATM operator, even if you do not complete a transaction. When using your card at an ATM, the maximum amount that can be withdrawn from your Card account per calendar day is \$500.00.
Teller-assisted cash withdrawal (OTC)	\$0.00	There is no fee for teller-assisted cash withdrawals conducted at Mastercard Member Bank or Credit Union teller windows.
<b>Information</b>		
Instant mobile balance inquiry text	\$0.00	There is no fee to sign up for deposit notification, low balance alert and/or instant mobile alert via email, phone or text message. You may also sign up for Instant Mobile Text Alerts. You are responsible for all charges and fees associated with usage of email or text messages imposed by your mobile carrier or internet service provider.
ATM balance inquiry (in or out-of-network)	\$0.00	There is no fee for conducting balance inquiries at any ATM.
Customer service	\$0.00	There is no fee for calling the automated customer service line. There is never a charge to transfer to a live agent.
<b>Using your card outside the U.S.</b>		
International Transaction fee	\$0.00	There is no additional fee for transactions occurring outside of the United States.
International ATM withdrawal	\$1.20	This is our fee. You will be charged for each transaction conducted at out of network ATM locations. Out-of-network refers to any ATMs not in the Allpoint ATM network. You may also be charged a fee by the ATM operator, even if you do not complete a transaction. When using your card at an ATM, the maximum amount that can be withdrawn from your Card account per calendar day is \$500.00
International ATM balance inquiry	\$0.00	There is no fee for conducting balance inquiries at any ATM.
<b>Other</b>		
Card replacement	\$0.00	There is no fee to replace your card.
Expedited card delivery	\$12.50	If you request your replacement card to be expedited rather than receiving it by regular mail, you will be assessed the expedited card delivery fee, in addition to any applicable card replacement fee. Expedited card delivery can be expected within 3 to 5 calendar days.
Funds transfer via Interactive Voice Response (IVR-phone) or web portal	\$0.00	There is no fee for you to transfer funds from your card account to a U.S. bank account owned by you.
Inactivity fee	\$0.00	There is no fee charged should your card become inactive. Inactivity is defined as no deposits, purchases, calls to the automated or live customer service, cash withdrawals, ATM balance inquiries, or fund transfers for 12 consecutive months.

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](https://www.fdic.gov/deposit/deposits/prepaid.html) for details.

No overdraft/credit feature.

Contact Go Program Customer Service by calling 1-844-309-5656, by mail at P.O. Box 245997, San Antonio, TX 78224-5997 or visit [www.GoProgram.com](http://www.GoProgram.com).

For general information about prepaid accounts, visit [cfpb.gov/prepaid](http://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](http://cfpb.gov/complaint).

## New Mexico Child Support Prepaid Card issued by Comerica

You have several options to receive your payments: direct deposit to your bank account; direct deposit to your own prepaid account; or this prepaid card. You do not have to accept this prepaid card. Ask the state agency about other options.

Monthly fee	Per purchase	ATM withdrawal	Cash reload
<b>\$0</b>	<b>\$0</b>	<b>\$0</b> in-network <b>\$1.20*</b> out-of-network	<b>N/A</b>

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ATM balance inquiry (in or out-of-network)

\$0

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Customer service (automated or live agent)

\$0 per call

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Inactivity

\$0

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### **We charge one other type of fee.**

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Card replacement fee (regular or expedited delivery)

\$0.00\*\* or \$12.50\*\*

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\* This fee can be lower depending on how and where this card is used. See separate disclosure for ways to access your funds and balance information for no fee \*\*and for information on standard and expedited delivery of card replacements.

### **No overdraft/credit feature.**

Your funds are eligible for FDIC insurance.

For general information about prepaid accounts, visit [cfpb.gov/prepaid](https://cfpb.gov/prepaid).

Find details and conditions for all fees and services in the cardholder agreement.