	Division/Section	Family Support
	Chapter No./Name	09 – Child Support Enforcement (CSE)
	Part No./Name	D-Fees and Payments
	Section No./Name	D-100 Electronic Disbursement of Child Support Payments
	Document No./Name	D-130 DCFS Debit Card Account
	Effective Date	January 15, 2016

I. STATEMENT OF POLICY

The Department of *** Children and Family Services (DCFS), **** Child Support Enforcement *** offers a debit **** card account to *** unbanked **** clients. ******* Child support payments are electronically loaded onto the *** DCFS Debit **** Card.

- *** The bank **** will mail the custodial parent a *** DCFS Debit Card **** with a welcome letter and material instructing the customer *** of **** the activation process.
- The *** DCFS Debit Card **** is a *** payment card that offers the convenience of ****, a credit card *** and allows the user to check available balance, make purchases, or withdraw cash. ****
- *******
- Fees will apply to some *** DCFS Debit Card **** account transactions, however no fee *** will be charged **** for ATM withdrawals at *** network ATM's ****.
- The *** DCFS Debit Card **** is not attached to a checking or savings account, so the custodial *** party **** cannot deposit other funds into the account.
- The custodial *** party **** must contact *** the bank **** to deactivate a lost or stolen card.
- If a payment is posted in error to an account, *** notify CSE financial immediately. ****

State Office will initiate all enrollments for the *** DCFS Debit Card **** accounts *** on cases with no active Direct Deposit information. However, DCFS strongly encourages all customers who have personal bank accounts to sign up for direct deposit.**

II. PROCEDURES


To report a lost, stolen or damaged Chase Direct Payment Card that was issued on/before December 18, 2015, contact JP Morgan Chase and Company Customer Service at 1-866-795-5927.

To report a lost, stolen or damaged DCFS Debit card issued after January 29, 2016 contact US Bank ReliaCard customer service at 1-855-274-0374.

If you enrolled in Direct Deposit using a personal checking or saving account, any lost, stolen or damaged card must be reported to your financial institution.

III. FORMS AND INSTRUCTIONS

There are no forms or instructions associated with this policy.

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IV. REFERENCES

There are no references related to this policy. **