

	Agency Name	Office of Family Support (OFS)
	Chapter No./Name	00. Miscellaneous Issuances Manuel
	Part No./Name	E. Executive Bulletins
	Section No./Name	E-2500 Executive Bulletins
	Document No./Name	E-2548-01 Update to DCFS Stored Value Card Program Changes
	Effective Date	January 26, 2016

U. S. Bank will begin providing stored value/debit card services for child support customers on February 1, 2016. On December 28, 2015, new debit cards were mailed to qualifying custodial parties. A customer qualified for a U.S. Bank debit card if they were not enrolled in direct deposit on MEBI and had verified valid mailing and/or residential address on LASES on December 17, 2015. In an effort to ease the transition for these customers, U. S. Bank mailed an outreach letter to each customer. The letter details the new debit card features and fees. A copy of the letter is attached to this bulletin.

Payments posted to LASES on or after January 29, 2016, will be transmitted to U. S. Bank for issuance on activated cards only. These funds should be available on the new card no later than February 2, 2016. If a new debit card has not been activated, paper checks will be issued until the card is activated or the customer enrolls in direct deposit.

If a customer reports the new U. S. Bank card lost or stolen, direct them to contact U.S. Bank at 1-855-274-0374 to request a replacement card. If there is no indication that the customer received a new debit card, verify and update the LASES address. If the customer was not issued a card at the initial enrollment, the customer will be enrolled and a new card will be issued on February 1, 2016.

Please note that payments distributed to stored value card customers, prior to January 29, 2015, will be available on the old card until expended. There will be no conversion of funds from the old card to the new card. Refer customers with questions regarding old card replacements or funds available on to 1-866-795-5927.

At the time an order is established, and whenever possible, encourage banked customers to enroll in direct deposit. Customers who enroll in direct deposit enjoy the most convenient and secure method of receiving child support payments. Payments will be electronically deposited into the customer's checking or savings account once the DD1 form is received and processed by the Customer Service center. Any customer may opt for direct deposit at any time by completing the DD1.

If you have questions regarding the DCFS Debit Card program, please contact the CSE Policy Unit at DCFS-SES-Policy@la.gov.

[Date]

LASES Member ID: [123456789]

[Cardholder Name]

[Address 1]

[Address 2]

[City, State Zip]

IMPORTANT NOTICE ABOUT YOUR DIRECT PAYMENT CARD FOR YOUR CHILD SUPPORT PAYMENTS

Your new direct payment card is on its way!

The Louisiana Department of Children and Family Services is issuing a new direct payment card. Your U.S. Bank ReliaCard® will arrive in a plain white envelope with an Indianapolis, IN, return address. All payments made on or after January 29, 2016, will automatically be loaded to your new U.S. Bank ReliaCard. You must activate your card to receive payments on it.

Balances remaining on existing cards **WILL NOT** be transferred to the new U.S. Bank ReliaCard.

Customers will be able to use existing cards until the balance reaches zero.

The U.S. Bank ReliaCard will have the same convenience and security benefits as current cards:

- Payments automatically loaded to your card.
- Make purchases, get cash, pay bills everywhere
MasterCard debit is accepted.
- Protected if lost or stolen.¹



When you receive your card, please follow the activation instructions included with the card. After your card is active, you may set up your online account on the new U.S. Bank cardholder website. Through the cardholder website you will be able to view your balance and transaction history, set up online bill payments, sign up for alerts² and more.

Below is a ReliaCard fee schedule. A cardholder agreement, activation instructions, usage guide and fee schedule will be included with your new card.

For more information about the new card, please visit www.dcfs.la.gov.

Type of Transaction	Transaction fees for new U.S. Bank ReliaCard
ATM – In Network	Free All U.S. Bank, MoneyPass and Allpoint ATMs
ATM – Out of Network	\$0.85 each
Purchases at Point-of-Sale	Free
Online Bill Pay	Free
Card Replacement – Standard	Free
Card Replacement – Expedited	\$15.00
Inactivity	\$0.99 per month after 365 consecutive days of no activity (not assessed if balance is \$0.00)
Card-to-Account Transfer	\$2.00 (First 2 free per month)

¹ MasterCard's zero liability policy protects you against unauthorized transactions processed by MasterCard. You must call the number on the back of your card immediately to report any unauthorized use.

² Standard messaging charges apply through your mobile carrier and message frequency depends on account settings.

The ReliaCard is issued by U.S. Bank National Association pursuant to a license from MasterCard International Incorporated. MasterCard is a registered trademark of MasterCard International Incorporated © 2015 U.S. Bank. Member FDIC