

# **NOTICE**

**If you receive child support payments via the**



**NJ Debit Cards (EPPICards) issued in 2006 are being replaced in 2009.**

**Please make sure your address is current with your local Probation Office!**

## **Questions and Answers regarding 'Expiring' NJ Debit Cards:**

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

**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 that month. (Example: "Valid Thru 01/09" means your card will be valid thru January 31, 2009.)

**Why does my card have an expiration date?** Debit cards contain a magnetic stripe, over time they can become worn as can the card itself through regular usage. NJ Debit Cards 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 Probation Office, 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 part of the month the card is due to expire. (Example: if your card has a "Valid Thru" date of 02/09, you should expect see the replacement arrive in the mail around the first part of February.) If you have not received it by the 20th day of the month your card is due to expire please contact EPPICard customer service at 1-866-461-4094.

**What should I do when my renewal card arrives?** 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 still activate the renewal card by following the instructions provided with the renewal card.

**Will my renewal card have the same 16-digit card number?** No, the renewal card will have a different 16-digit card number.

**What happens to funds on my expiring card?** Your child support payments are not tied to a specific card. Any unspent funds in your NJ Debit Card account automatically transfer to your renewal card.

**Who do I call if I have additional questions concerning my NJ Debit Card?** Please call EPPICard customer service at 1-866-461-4094.