

FIRST STATE FAMILY CARD - FEES

- **Point of Sale (POS) withdrawals are FREE.**
- **ATM Withdrawals**
 - FREE first two (2) withdrawals per month.
 - \$1.00 fee for each additional withdrawal.
 - \$0.40 fee for a withdrawal request, but the withdraw is declined due to not enough money on the card for the total withdraw.
 - Some ATM owners/operators charge a fee.
- **ATM Balance Inquiry**
 - \$0.40 fee per inquiry.
 - Some ATM owners/operators charge a fee.
- **Inactivity Fee**
 - \$2.00 monthly fee if there is no activity on the card for 12 consecutive months. *This fee is charged as long as inactivity continues and money still remains on the card.*
- **Replacement Card(s)**
 - FREE replacement of one (1) card within a 12 month time period.
 - \$5.00 fee for each additional replacement card within a 12 month time period.
 - \$18.00 fee to speed up the delivery of the replacement card.
- **Teller Access**
 - \$2.15 fee for withdrawing cash with the assistance of a bank teller.
- **International Transaction Fee**
 - Three percent (3%) of the US dollar amount of the transaction for any transaction made in foreign currency, in a country outside the United States.

The mission of the Division of Child Support Enforcement is to promote family independence by reducing dependency of single parent households through the collection of monetary child support payments and medical support from non-custodial parents.

This mission is achieved through the effective use of paternity establishment programs, aggressive case processing, enforcement techniques, efficient collection and prompt distribution of support payments.

The Division of Child Support Enforcement operates a statewide Customer Service Unit and Automated Assistance Line (AAL) 24 hours a day, 7 days a week, by touch-tone phone.

The AAL provides pre-recorded information (in English & Spanish) including: Location & hours, application process, change of address, check replacement, information for employers, income withholding, license suspension, locating parents, passport denial, paternity establishment, payment information and tax intercept information.

When requesting case specific information, clients are asked to enter their case number on a touch-tone phone. Rotary phone users are instructed to stay on the line and will be transferred to the Customer Service Unit during normal business hours: Monday through Friday, 8:00 AM to 4:30 PM



DELAWARE HEALTH AND SOCIAL SERVICES
Division of Child Support Enforcement

P.O. Box 12327
Wilmington, DE 19850

Customer Service/Automated Assistance Lines:

NCC	(302) 577-7171
KC	(302) 739-8299
SC	(302) 856-5386

Website: www.dhss.delaware.gov/dcse



DELAWARE HEALTH AND SOCIAL SERVICES
Division of Child Support Enforcement

FIRST STATE FAMILY CARD



**A Pre-Paid MasterCard
that provides instant access
to child support payments
for point of sale (POS)
purchases and
ATM withdrawals!**

Division of Child Support Enforcement First State Family Pre-Paid MasterCard

How does the First State Family Pre-Paid MasterCard (Stored Value Card) work?

It is funded with child support monies, paid to the Custodial Parent (CP) from the Non-Custodial Parent (NCP).

When a payment is posted to the client's child support case(s), DCSE will credit the MasterCard account.

In most cases, the money should be available within approximately three (3) business days, after DCSE applies the payment to the case(s).

Who can enroll?

Every custodial parent (CP) who has a child support case(s) in their own name can enroll.

Why should I enroll?

- \$ No checking or savings account is required.
- \$ No need to wait for a check in the mail.
- \$ No need to make extra trips to the bank.
- \$ No need to pay check cashing fees.
- \$ No line of credit is associated with this card.
- \$ Use it anywhere MasterCard is accepted!

Can I have both; a Pre-Paid MasterCard - and- a Direct Deposit account?

NO. Clients must choose one or the other. A client can NOT have both a direct deposit and a MasterCard account. The benefit of the MasterCard account is that no bank account is necessary to enroll.

How many accounts can I open?

A Delaware child support client can only have ONE account open at a time; either a MasterCard or a Direct Deposit account. Any/all child support payments, on any/all cases, will go into that ONE account until child support payments stop.

How do I enroll?

Obtain an enrollment form from any of the following locations:

1) DCSE Offices

- **New Castle County, Churchman's Corporate Center**, 84-A Christiana Rd., New Castle, DE 19720
- **Kent County, Carroll's Plaza**, 1114 South DuPont Hwy., Dover, DE 19901
- **Sussex County**, 9 Academy Street, Georgetown, DE 19947

2) Online: www.dhss.delaware.gov/dcse

Print out and complete the enrollment form. Include any/all child support case number(s). Then, mail the completed form to:

**Division of Child Support Enforcement
P.O. Box 12327, Wilmington, DE 19850**

How long will it take to receive my card?

Once DCSE receives the enrollment form, and enters the client's information into the MasterCard enrollment screens, the card will be mailed to the cardholder within five to seven (5-7) business days.

If the client does not receive the card by the 10th business day after submitting an enrollment form, please contact Customer Service at 1-866-466-8897 for an update.

Once the client receives and activates the card, it can be used anywhere MasterCard credit/debit cards are accepted!



Customer Service -and- Account Info

Real-time account information is available 24/7 via a toll-free number and a website. Have the card ready when calling; clients will need their 16 digit card number.

Call toll free: 1-866-466-8897 to...

- Activate the card.
- Select or change the four (4) digit PIN#.
- Check the account balance.
- Report a lost, stolen, or damaged card.
- Speak with a Customer Service Rep.

If there are any *child support* questions, call DCSE Customer Service in the county where you live:

- New Castle County (302) 577-7171
- Kent County (302) 739-8299
- Sussex County (302) 856-5386

Website: www.FirstStateFamilyCard.com

- Activate the card.
- Find the account balance.
- View the monthly statements.
- View frequently asked questions.

What if I change my address?

Clients need to update DCSE with any address changes as soon as possible, to avoid unnecessary delays in receiving any/all child support information.

How do I CANCEL my enrollment?

Complete a new enrollment form, check the box - Stored Value Card - and check the box - Cancellation. Include the child support case number(s) and/or the client's social security number. **Note: Cancellation of the MasterCard will require enrollment in Direct Deposit instead; so please include necessary banking information.** Sign and mail the form, and any required paperwork to:

**Division of Child Support Enforcement
P.O. Box 12327, Wilmington, DE 19850**