

Child Support Prepaid Debit Card Transition Frequently Asked Questions

I received a letter/email stating that I would no longer be receiving my Child Support payments on my Bank of America EPiC card. Why is that?

The Maryland Department of Human Services (DHS) Child Support Administration (CSA) will stop issuing child support payments to your Bank of America EPiC debit card. Bank of America is no longer providing debit cards for state child support programs across the country. The state has selected a new vendor, Conduent, to provide this service to child support customers through Comerica Bank.

How will I receive my payments if there is no EPiC card?

You will continue to receive your child support payments. The DHS Child Support Administration is working with a new vendor, Conduent, to make sure you receive electronic card payments in a timely manner. If you have a Bank of America EPiC debit card you will receive a new Comerica Bank Way2Go debit card in the mail.

When will I receive my new Comerica Bank Way2Go card?

New Way2Go debit cards will be sent to you in January 2024.

What if I don't want to receive my payments through a new electronic payment card?

You may contact the Customer Call Center at 1-800-332-6347 or your local Child Support Office to claim a hardship.

You may receive your payments by direct deposit. Or you may ask if you can receive a paper check. Please know that paper checks are less secure and increase the risk of fraud. You can only receive a paper check if one or more of the following is true for you:

- You are unable to pay account fees,
- Your home and place of work is more than 10 miles from an ATM or bank,
- You have difficulty reading or understanding language, or
- You have a disability.

When will my payments stop being loaded onto my EPiC card?

February 5, 2024

How can I withdraw remaining funds from my EPiC account, and by when do I need to do this?

You must spend down the funds on your current Bank of America EPiC cards within 90 days of the receipt of your last Bank of America EPiC child support payment.

Any and all funds remaining on your Bank of America EPiC card will not be transferred to your new card.

When will my Bank of America EPiC debit card be deactivated?

After May 6, 2024, you will no longer be able to use your EPiC card. Any child support payments remaining on your card will be sent to you by Bank of America by paper check in the mail.

I would like to sign up for Direct Deposit. How do I do that?

If you have a bank account, we encourage you to enroll in Direct Deposit with your financial institution.

To receive payments by direct deposit, you must complete a direct deposit application using this direct link:

<https://md.smartchildsupport.com/DirectDeposit.aspx>

If you are unable to update your direct deposit information online, you may also download, print and complete the Child Support Direct Deposit Authorization form at:

<https://dhs.maryland.gov/child-support-services/parents-and-caregivers/deposit-options/>

Please complete and mail your form along with a voided check or a copy of a voided check and copy of valid identification such as a driver's license, passport, or state-issued identification card to:

Maryland Child Support Administration
Direct Deposit Enrollment Application
Post Office Box 17615
Baltimore, Maryland 21297

You can also visit any [local child support office](#) or call 1-800-332-6347 (TTY 1-800-735-2258) to update your contact information and request that a Direct Deposit Application be mailed to you.

How can I enroll in a Direct Deposit program if I do not have a bank account?

If you are considering opening a bank or credit union account, there are many options in Maryland.

To learn more general information about bank and credit union accounts, read the [[Office of the Commissioner of Financial Regulation's Frequently Asked Questions](#)]. To learn about some of the many bank account options available for Marylanders, visit the [[CASH Campaign of Maryland's Bank On Maryland](#)] program.

You may also contact a financial institution of your choice. Please note it is a consumer's responsibility to thoroughly research and review any information provided by any of these entities before opening an account.

What information will I be required to provide if I sign up for Direct Deposit?

You will be asked to enter the following information:

Account Type: This will usually be a checking account.

Bank Name and Routing Number: This number identifies the bank or credit union. For a checking account, it is the nine-digit number that generally appears on the lower left portion of a personal check.

Account Number: For a checking account, the account number usually appears just to the right of the bank routing number on the check. It may be a series of digits followed by the check number, or it may be a series of digits after the check number. The number of digits in an account number differs, depending on the bank or credit union. An account number may also include hyphens, spaces, or letters, and if so, they should be included when entering your account information. The savings account number should be on your statement or passbook. You will be asked to enter your account number twice to confirm that your entry is correct.

Ms Jane Doe
123 Main St
Boulder, CO 80301

_____ Date

Pay to the Order Of _____ \$

_____ Dollars

Memo _____ Signature _____

123456789 0987654321 1001

Routing **Account**

Note to Customer Service Representatives: The picture above shows where the routing number and account number are generally located on a check. If you do not know where to locate any of this information, please contact your financial institution. They should be able to assist you in getting your routing and/or account numbers.

What happens if I do not receive payments by Electronic Payment Card or Direct Deposit?

You may contact the Customer Call Center at 1-800-332-6347 or your local Child Support Office.

Please make sure CSA has your most up-to-date contact information, including your home and email addresses, so we can continue to send payments to you quickly and without interruption.

You can update your contact information as follows:

If you have a myMDTHINK account, sign in to your account at <https://mymdthink.maryland.gov> and complete the following steps:

1. Under **Services**, click on **Child Support**.
2. Click on **Account Management**.
3. Update your contact information ensuring your email, phone number, and mailing address are correct.

If you do not have a myMDTHINK account, step-by-step instructions to create an account and update your contact information may be found at <https://dhs.maryland.gov/UpdateMDTHINKContactInfo>. If you experience any issues confirming or updating your contact information online, you may also connect with us by telephone at 1-800-332-6347 (TTY 1-800-735-2258) or in person at your local child support office.