

Frequently Asked Questions about the SecuritE Card

1. What is the SecuritE Card?

The SecuritE Card is a debit MasterCard® loaded with your support payments. It gives you the convenience of MasterCard, but it is not a credit card.

2. How secure and reliable is the SecuritE Card?

The SecuritE Card is very safe and easy to use. It allows money to be electronically transferred from the Family Support Payment Center or the State of Missouri to your SecuritE Card. The SecuritE Card eliminates the possibility of lost or stolen checks, costly check cashing fees and postal service delays.

3. When will the support payments be available on my SecuritE Card?

Support payments are available on your SecuritE Card within two

business days after the Family Support Payment Center receives the payment. Your support funds have already been deposited to your card.

4. Will I be notified when a payment is added to my SecuritE Card?

You will not receive a notice each time a payment is added to your SecuritE Card. You will receive a monthly statement listing all account activity, including deposits, purchases and withdrawals. You may view your account activity online at www.securitecard.com. You may also check for payments online at www.dss.mo.gov/cse or call toll free: 1-800-225-0530.

5. Can I receive my support payments by Direct Deposit to my checking or savings account

instead of on the SecuritE Card?

Yes, you can receive your support payments by direct deposit. To obtain a Direct Deposit Application, contact the Family Support Payment Center at 1-888-761-3665 or logon at www.dss.mo.gov/cse.

6. When will my card expire?

SecuritE Cards expire every two years. Your card's expiration date is shown on the front of the card. A new card will be mailed to your address before the expiration date. To ensure timely delivery of your new card, please make any address changes by clicking on the 'Update Your Information' link at www.securitecard.com or by calling the toll-free number on the back of your card.

Important Things to Know When Using Your SecuritE Card For:

Cash Back With Purchase

This option is available anywhere MasterCard is accepted and allowed by the merchant (subject to merchant restrictions).

■ You will need a Personal Identification Number (PIN) to complete this type of transaction.

■ All cash back with purchase transactions are FREE!

Withdraw Cash from an ATM

This option is available at any ATM displaying a MasterCard, STAR, Allpoint or Central Bank Dogwood logo.

■ You will need a Personal Identification Number (PIN) to complete this type of transaction.

■ You will need to select the "Checking account" option when prompted for the type of account being accessed.

■ All transactions at ATMs displaying either the **Allpoint or Central Bank Dogwood logo** (in-Network) are **FREE**.

■ If while using an Allpoint ATM you get a message regarding a surcharge, accept the charge to complete the transaction. The fee will not be charged to your card.

■ Withdrawals at other ATMs (out-of-Network) will assess a \$1.75 fee against your card balance. Balance inquiries will assess a \$0.50 fee against your card balance.

Withdraw Cash from a Bank Teller

The option is available at any bank displaying the MasterCard logo.

■ To receive cash, present your **SecuritE Card** to a bank teller, request an amount and sign.

■ A bank teller withdrawal fee of \$5.00 will be assessed against your card balance for the transaction.

Purchase Only

This option is available anywhere MasterCard is accepted.

■ Available at point of sale, mail order/telephone order and over the internet.

■ All purchase transactions are FREE!