

INFORMATION FOR RECEIVING CHILD SUPPORT PAYMENTS:

What is electronic deposit?

Electronic deposit is a method of electronically transferring child support payments to a checking or savings account or Kentucky Way2Go Card obtained by the custodial parent.

What are the benefits of electronic deposit?

- Electronic deposit saves time and money by eliminating trips to the bank and check cashing fees.
- Electronic deposit eliminates mail time and checks lost in the mail.
- Electronic deposit reduces the risk of check theft.
- Electronic deposit is a more secure method of transferring funds.

How do I sign up for electronic deposit?

To sign up for electronic deposit custodial parents may:

- Complete the Authorization for Electronic Deposit of Child Support Payments (Form CS-202). Custodial parents may obtain the form from the CSE website at <https://KentuckyChildSupport.ky.gov> or through the local child support office and return to CSE as instructed on the form, or
- Register for online access to your child support information through the CSE website and select an electronic deposit through this site to receive your child support payments to your checking or savings account or Kentucky Way2Go Card.
- If you choose to obtain the Kentucky Way2Go Card to

receive your child support payments you may call the Go Program Customer Service at (844) 575-0168 or visit www.goprogram.com to address questions concerning card usage, balance information, account activity, fees, lost/stolen cards, reporting unauthorized use and to request a replacement card.

Can I cancel or change my electronic deposit?

You may change your electronic deposit information by completing a new authorization form as previously indicated or selecting a new direct deposit using the CSE website

<https://KentuckyChildSupport.ky.gov>.

If you cancel your electronic deposit to a checking or savings account you must provide new electronic deposit information. If you want to cancel your Kentucky Way2Go Card, CSE will continue to deposit funds to your card until you enroll in direct deposit to a checking or savings account.

How long will it take for the electronic deposit to begin?

Custodial parents should allow one week from the date CSE receives the authorization form or the information through the CSE website for electronic deposit to begin. Payment information is available 24 hours a day, 7 days a week by accessing the CSE website at <https://KentuckyChildSupport.ky.gov>.

Child support payments are usually available two to four working days from the date the CSE Agency disburses the payment.

If you have not received the child support payment by electronic deposit and four days have passed since the CSE Agency disbursed the payment, contact your local child support office.

What if I previously closed my child support case and recently reopened it?

If you close your child support case, the electronic account information on file at the time you close the case remains in effect until you complete a new authorization form and will be used to deposit your child support payments if you reopen the case.

For more information please contact your local child support office.

Kentucky Child Support Enforcement
PO Box 2150
Frankfort, KY 40602-2150
PAM-CS-209
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INFORMATION ABOUT THE KENTUCKY WAY2GO CARD

What is the Kentucky Way2Go Card?

The Kentucky Way2Go Card is a MasterCard debit card issued by Comerica Bank. It is an easy, convenient, and safe way to receive and access your child support payments without the need for a bank account. It is a good choice if you do not have a personal bank account or wish to keep child support payments separate from a personal bank account.

How can the Kentucky Way2Go Card be used?

- Make purchases anywhere Mastercard is accepted, in stores, online or by phone.
- Get cash through Automated Teller Machines (ATMs), 24 hours a day, 7 days a week. There is no fee for making a cash withdrawal or balance inquiry at a MoneyPass ATM location. The maximum withdrawal is \$500 per day.
- Receive cash back, without a fee, from merchants that accept MasterCard debit cards.
- Receive cash, without a fee, from any bank that accepts MasterCard.
- Pay bills in person or online.

What other benefits does the Kentucky Way2Go Card offer?

- 24/7 Online Access. View card information, account activity, account balance and monthly statements, request a replacement card and much more at www.goprogram.com.
- Customer Service by telephone by calling the Go Program Customer Service at (844) 575-0168.
- Secure and faster way to receive child support payments. Electronic deposit eliminates the possibility of a check being lost, damaged or stolen and gives faster access to child support payments. Funds appear and are accessible on the card within two to three working days from the date CSE issues the payment.

What fees are associated with the Kentucky Way2Go Card?

- Inactivity fee. After 12 months of inactivity, following the activation of the card, the bank charges an inactivity fee. Inactivity is defined as no deposits, purchases, calls to the automated or live customer service, cash withdrawals, ATM balance inquiries, or fund transfers for 12 consecutive months.
- ATM fees. The bank charges a fee to withdrawal money from an out-of-network ATM. Out-of-network refers to all ATMs outside of the MoneyPass ATM Network. The ATM operator may also charge a fee even if you do not complete a transaction.
- Card Replacement fee. You may receive one card replacement for no fee each 12-month period. A fee will be assessed for each additional card replacement. If you request your replacement card to be expedited rather than receiving it by regular mail you will be assessed an expedited card delivery fee. Expedited card delivery is 3-5 calendar days.
- Refer to the terms of use included with the card for a complete list of fees.

How do I receive a Kentucky Way2Go Card?

Enrolling is easy, simply register for online access to your child support information through the CSE website <https://KentuckyChildSupport.ky.gov> and select the Kentucky Way2Go Card as your electronic deposit option. If you do not have online access to the CSE website, complete the enclosed Authorization for Electronic Deposit of Child Support Payments (Form CS-202) and return to CSE as instructed on the form. After CSE updates your electronic deposit information in the child support system, you will receive the Kentucky Way2Go Card by regular mail within 10 working days. With the card you will also receive information on activating and using your card, choosing a Personal Identification Number (PIN) and fees. If you do not receive your Kentucky Way2Go Card within 10 calendar days call, Go Program Customer Service at (844) 575-0168.

COMMONWEALTH OF KENTUCKY
Cabinet for Health and Family Services
Department for Income Support
Child Support Enforcement

AUTHORIZATION FOR ELECTRONIC DEPOSIT OF CHILD SUPPORT PAYMENTS

Custodial parents must choose to receive their child support payments by electronic deposit to a checking or savings account or Kentucky Way2Go Card. Please complete this form and return to the address or fax number below to ensure timely receipt of your child support payments. Child support system records will be updated to match the address, telephone number, and financial account information provided below.

Date:		Social Security Number of Custodial Parent:	
Name of Custodial Parent:		Telephone Number: ()	
Mailing Address of Custodial Parent:			
City:	State:	ZIP Code:	
I would like to receive my child support payments by (choose only one): <input type="checkbox"/> Checking Account <input type="checkbox"/> Savings Account <input type="checkbox"/> Kentucky Way2Go Card			
*If you select the Kentucky Way2Go Card option, the card will be mailed to you at the address provided within 10 working days of CSE receiving this form. If you select the checking or savings account option, complete the banking information below.			
Name and address of Financial Institution (bank, credit union, etc):		Telephone Number of Financial Institution:	
		Account Number:	
		Routing Number: (this is a 9-digit number)	

I hereby authorize Child Support Enforcement (CSE) to deposit my child support payments to the account above and agree to the following conditions:

- After CSE receives this form and determines the information is complete and correct, CSE will disburse child support payments, received and due me, on all child support cases handled by CSE to the chosen account. If I select electronic deposit to a checking or savings account, CSE will disburse payments, received and due me, within five working days. If I select the Kentucky Way2Go Card, CSE will disburse payments, received and due me, within five working days, and I will receive the card in the mail within 10 working days. It may take two to three working days from the date CSE disburses the payment for the funds to be available in my account. I will not receive separate notice when child support payments are deposited into my account. I can obtain payment information 24 hours a day, 7 days a week by accessing the CSE website <https://KentuckyChildSupport.ky.gov>. I authorize CSE to adjust any overpayment made to my account.
- If all information provided is not correct and complete, there will be a delay in receiving my child support payments. If funds are returned by the Financial Institution, CSE will hold those funds and attempt to contact me to obtain new account information. CSE will not release the funds until new account information is received or will automatically mail a Kentucky Way2Go Card to me and disburse my child support payments to this card. It is my responsibility to keep CSE informed of my mailing address and telephone number.
- It is my responsibility to immediately notify CSE and complete a new authorization form when my account information changes. If I close my child support case, the account information on file at the time I closed my case will remain in effect until I complete a new authorization form. I can make changes to my account information electronically through the CSE website <https://KentuckyChildSupport.ky.gov>. I may also download the authorization form from this website or obtain from my local CSE office and return to the address or fax number below.

I must return this form by fax to (502) 564-7938 or mail to Child Support Enforcement, Attn: EFT Coordinator, P.O. Box 2150, Frankfort, Kentucky 40602-2150.

Printed Name of Custodial Parent

Signature of Custodial Parent