



Maryland Department of Human Resources
Maryland's Human Services Agency



The Maryland Electronic Payment Issuance Card...

**Providing fast,
easy and secure
child support
payments**

EPiC

Electronic Payment Issuance Card



Call 1-800-332-6347 or visit <http://www.dhr.state.md.us> for additional information



FREQUENTLY ASKED QUESTIONS

The Maryland Child Support Enforcement Administration (CSEA) is enhancing the services it provides to Maryland children and families by offering the Electronic Payment Issuance Card (EPiC) beginning in January 2013.

Q: How will the EPiC work?

A: Your child support payment will be posted to your EPiC by electronic fund transfer, eliminating the need to mail out paper checks and your need to go through additional steps to have the check cashed.

Q: What happens if I do not want to sign up for the EPiC

A: Maryland will no longer mail out paper checks after December 2012. If you do not wish to participate in the EPiC program, you may select Direct Deposit so that your child support payment can be sent directly to an existing bank account at a bank of your choice. You must request a direct deposit form by calling 1-800-332-6347. You may also pick up this form from your child support office.

Q: What if using the EPiC poses a hardship for me?

A: If using the EPiC poses a hardship, you should contact the Child Support Enforcement Administration by calling 1-800-332-6347.

Q: Why is this new option better than receiving a paper check?

A: This option helps to avoid fees associated with check cashing. You can use your electronic card to make purchases at any location that accepts Visa® debit cards including grocery stores, gas stations, retail stores, etc. You can also use the card to pay utility bills, make telephone and internet purchases and to conveniently access cash through ATMs and from tellers at any bank or credit union that accepts Visa.

Q: What happens if my EPiC is lost or stolen?

A: If your card is lost or stolen, Bank of America will replace it for you and will reimburse you for any unauthorized card transactions (subject to terms and conditions set forth in your deposit agreement).

Q: Is there a fee associated with using the card?

A: You may make one free withdrawal each week at teller windows at banks and credit unions that display the Visa logo. Additional withdraws in the same week will incur a five dollar fee.