



Nevada
Child Support
Enforcement

Fast, easy, and secure child support payments

The Nevada Child Support Debit Card



Visit www.bankofamerica.com/nevadachildsupport for details today!

To sign up for direct deposit, go to <https://dwss.nv.gov> or call Nevada Child Support Enforcement Program at 775.684.7200 or 702.486.1646 to request an application.



A smart choice

The Nevada Child Support Debit Card is a fast and convenient way to receive your child support payments. No credit check or bank account is required.

Everyday purchasing power

Use your card everywhere Visa® debit cards are accepted:

- Grocery stores
- Gas stations
- Retail stores
- Mail order
- Restaurants
- Medical offices
- Online stores
- Phone order

Simple to use

Fees can be avoided by using your card to make purchases and get cash back at merchants, and by using Bank of America and Allpoint ATMs.

Making purchases

Purchases with a signature:

- Present or swipe your card
- Choose “credit”
- Sign, take your card and receipt

Purchases with a PIN (Personal Identification Number):

- Swipe your card
- Choose “debit” and enter your PIN
- If needed, ask for cash back
- Take your card, cash and receipt

Accessing cash

Getting cash at an ATM:

- Insert your card and enter your PIN
- Select “checking” and enter the amount to withdraw
- Take your card, cash and receipt

To get cash at a bank or credit union that accepts Visa:

- Verify your available balance
- Present your prepaid debit card and ID to the teller
- Request the dollar amount you want from your balance
- Take your card, cash and receipt

Helpful tips for using your card.

Know your balance

Merchants are generally not able to determine the balance on your card, so you should always verify the balance before using your prepaid debit card. Attempting to use your card for purchases that exceed your balance may result in the transaction being declined.

Special transactions

Some prepaid card transactions may be handled differently such as paying at the gas pump, restaurants, hotels, auto rentals, and returns. Some purchases may cause a temporary hold on funds (up to \$100 at a gas pump), some merchants may require a credit card to accompany your purchase and others may require verification of your card balance before processing a prepaid debit card transaction. More details on these special transactions are provided in the materials that come with your card.

Protect your card

- Be aware of your surroundings at ATMs.
- Be discreet when entering your PIN at the keypad at an ATM or merchant’s point of sale terminal.
- Never give your PIN to anyone and never write it anywhere, especially on your card.
- Never give information about your card or PIN over the telephone, via email or through a website.

Lost or stolen cards

If your card is lost or stolen, Bank of America will reimburse you for any unauthorized card transactions, subject to certain terms and conditions set forth in your Nevada Child Support Debit Card Deposit Agreement.

Customer service is available 24/7 for inquiries about your card.

Online: www.bankofamerica.com/nevadachildsupport

Phone (toll free): 1.844.323.7641

TTY (toll free): 1.866.656.5913

Outside U.S. (collect): 423.262.1650

Call immediately if your card is lost or stolen.

Schedule of Bank Fees

Bank fees for Nevada Child Support Debit Card transactions will be charged to your account on a daily basis as they occur.

SERVICES WITH NO FEES	
PURCHASE TRANSACTIONS	FEE
Purchase at Merchants (signed or using PIN, online, phone or mail purchases)	No Fee
ATM TRANSACTIONS*	FEE
Bank of America or Allpoint ATM Withdrawal (in the U.S.)	No Fee
ATM Balance Inquiries (all ATMs)	No Fee
Declined Transactions (ATMs only)	No Fee
OTHER SERVICES	FEE
Teller Cash Access (Available at financial institutions that accept Visa cards) (Limited to available balance only)	No Fee
Card Replacement (in the U.S.)	No Fee
Online, Automated, Live or International Customer Service Inquiry	No Fee
Account Alert Service	No Fee
Online Funds Transfer	No Fee
Mailed Account Statement	No Fee
Account Closure Check Issuance	No Fee
SERVICES WITH FEES	
ATM TRANSACTIONS*	FEE
Non-Bank of America or Non-Allpoint ATM Withdrawal (in the U.S.)	\$1.25 per transaction
ATM Withdrawal International (all ATMs outside the U.S.)	\$1.25 per transaction
OTHER SERVICE FEES	FEE
Card Replacement — Express Delivery (additional charge)	\$12.00 per request
International Transaction Fee	2% of U.S. Dollar amount of transaction

*ATM owners may impose an additional “convenience fee” or “surcharge fee” for certain ATM transactions (a sign should be posted at the ATM to indicate additional fees); however, you will not be charged any additional convenience or surcharge fees at a Bank of America or Allpoint ATM. A Bank of America ATM means an ATM that prominently displays the Bank of America name and logo. Balance inquiries may not be available at all ATMs outside the U.S.

An ATM Transaction Decline occurs when you request an amount greater than your balance or you incorrectly enter your PIN more than four times.

Note: For any questions related to the above fee schedule, please call the Debit Card Customer Service Center at 1.844.323.7641, 1.866.656.5913 TTY, or 423.262.1650 (Collect, when calling outside the U.S.). For questions regarding your child support case or payments, please contact Nevada Child Support Enforcement Program at: In State 800.992.0900, Northern Nevada 775.684.7200, Southern Nevada 702.486.1646 or cse@dwss.nv.gov.