

## Important Notice Regarding Your Child Support Prepaid Debit Card

Dear Child Support Customer,

The Nevada Child Support Enforcement Program is changing debit card vendors.

If you are a child support recipient receiving payments via a prepaid USBank ReliaCard debit card, you will soon receive a new Way2Go Card® prepaid Mastercard.

The Way2Go Card allows you to track Nevada Child Support payments and purchases on your card through:

- The Way2Go web portal at <https://www.goprogram.com>
- Way2Go app (available for iOS and Android devices)

### **What to expect:**

- You will continue to receive your Nevada Child Support payments on your current USBank ReliaCard through February 29, 2024.
- Starting on March 1, 2024, all payments will automatically be deposited to your new Way2Go card.

### **Actions to take when you receive your new Way2Go Card:**

1. Activate your new Way2Go Card as soon as you receive it to prevent any delays getting your child support payments.
2. As soon as you activate your new Way2Go Card, go to <https://www.goprogram.com/goedcrecipient/#/> and/or download the mobile Way2Go application to set-up account alerts. Setting up account alerts lets you know when you have received a deposit and helps you manage your transactions.

If you have **not** received your card by late February 2024,  
please call our customer service at 844-475-1663.

If you do not want to receive child support payments on a debit card, you may receive your payments through direct deposit into a personal checking or savings account. To do this, visit [https://dwss.nv.gov/Support/1\\_1\\_3Child\\_Support\\_-\\_Receiving\\_Payments/](https://dwss.nv.gov/Support/1_1_3Child_Support_-_Receiving_Payments/) and complete a direct deposit form.

If you have questions about your new Way2Go Card, please call the customer service number on the back of the card. If you have questions about this letter, please visit [www.dwss.nv.gov](http://www.dwss.nv.gov) or call 800-992-0900 and follow the instructions to speak to a Nevada State Child Support Services customer service representative.