

NCP CAS\_ID\_CASE CAS\_CD\_CNTY CAS\_CD\_OFFICE

Division of Child Support Services

PO Box 40458

Phoenix AZ 85067

(243) 434-3434

September 5, 2024

Rec\_Name\_Full

Rec\_Addr\_CSZ

**CAS\_ID\_CASE**Katie Hobbs  
GovernorAngie Rodgers  
Director**INFORMATION ABOUT CHILD SUPPORT & YOUR RIGHTS & RESPONSIBILITIES***Si usted habla y lee solamente Espanol, por favor llame a la oficina y pregunta por un representante que habla Espanol*

Thank you for requesting child support services from the Department of Economic Security (DES), Division of Child Support Services (DCSS). The above number in **bold** is your new Arizona Tracking and Locate Automated System (AZCARES) case number. This is the number that identifies your Division of Child Support Services (DCSS) case. **It is very important that you keep your AZCARES number in a location where you can find it. You will need to provide your AZCARES number every time you contact DCSS** whether you: (1) call Customer Service; (2) walk into a local DCSS office; (3) mail correspondence to DCSS at P.O. Box 40458 Phoenix, AZ 85067-0458; or (4) email DCSS at our website <http://www.azdes.gov/dcss>.

**CUSTOMER SERVICE**

You may call DCSS Customer Service at (800) 882-4151 or (602) 252-4045. Customer Service Agents are available to answer your questions from 8:00 a.m. to 5:00 p.m. Monday through Friday, except State holidays. You also can get information about your case 24 hours per day, 7 days per week, on our Interactive Voice Response (IVR) system. At some point during your case, you also may receive an automated call from DCSS regarding an appointment at our office or a court date.

To access information from both the IVR system and the DCSS website, you must register for a Personal Identification Number (PIN). You may obtain your PIN either: (1) on the IVR (an agent will help you establish your PIN number after entering your ATLAS number), or (2) by requesting your PIN on the DCSS website.

To contact the DCSS via a computer, go to the website [www.azdes.gov/dcss](http://www.azdes.gov/dcss), and click on **Login for Registered Users**. This will take you to the DCSS Home page where you will enter your case number and PIN in the designated boxes and click on the **Login** button. You may obtain case status, view an account summary of your case, view your payment history, and update your e-mail and mailing addresses. You may also send an email to our Customer Service agents.



Customer Service agents are also available to answer your questions from 8:00 a.m. to 5:00 p.m. Monday through Friday, except State holidays.

At some point during your case, you may receive an automated call from the DCSS regarding an appointment at our office or a court date. We will call the telephone number we have on record and leave a message if you are not available when we call.

### **RIGHT TO PROTECT YOUR PERSONAL INFORMATION**

The Division of Child Support Services is concerned for your safety and that of your family, we need to know if you wish to have personal information in your support case protected.

As a regular business practice, the Division of Child Support Services and the Arizona Attorney General's Office do not release personal information (address, social security number, date of birth, etc.) for you or your child(ren) except in court documents or when authorized by state or federal law. However, it is a federal requirement to send personal information to the Federal Case Registry (FCR) which is used to enforce child support cases by all states.

**If you believe that release of your address or other personal identifying information may result in physical or emotional harm to you, your children or a caretaker relative, or you have an Order of Protection or Injunction Against Harassment, contact DCSS immediately at (800) 882-4151 or (602) 252-4045 or in person through your local child support office.**

### **YOUR RIGHTS AND RESPONSIBILITIES WHEN DEALING WITH DCSS FOR CHILD SUPPORT SERVICES**

#### **COOPERATION INCLUDES, BUT IS NOT LIMITED TO, THE FOLLOWING:**

- 1. COMPLETING ALL DOCUMENTS AS REQUESTED BY DCSS OR ITS AGENTS,**
- 2. APPEARING, AS REQUESTED, AT THE LOCAL CHILD SUPPORT OFFICE, THE LOCAL OFFICE OF ATTORNEYS, AT DEPOSITIONS, AT ADMINISTRATIVE OR COURT HEARINGS, OR AT A DESIGNATED GENETIC TESTING SITE, AFTER BEING GIVEN NOTICE, AND**
- 3. PROVIDING ALL AVAILABLE INFORMATION AND DOCUMENTATION REQUESTED BY AND NOTIFYING DCSS IMMEDIATELY.**

#### **EXAMPLES INCLUDE:**

- Advise us immediately of any changes of your residential or mailing address, contact phone numbers, and employer.
- Advise us if you have received cash/public assistance (TANF/AFDC) benefits in the past on behalf of yourself or your child(ren) **in a State other than Arizona.**
- Give us copies of **any legal documents** or other notices in your possession pertaining to your divorce, child support, medical support, custody matters, modification of child support or custody, filing of bankruptcy by the paying parent, depositions, appeals, etc.
- Inform us of **any** change in the legal or physical custody of the child(ren), including guardianship (long or short term), if you again live with the other parent, and of major changes in your financial circumstances.
- Advise us if, at any time, you obtain an attorney to represent you in child support matters or if you/your attorney seek a court hearing relating to paternity, child support or divorce.
- Give us full and complete information regarding the other parent's name, address, social security number, date of birth, income, education and employment history. Report new information about the other parent immediately. The amount of information you provide can affect how likely can locate the other parent and successfully work on your case.
- Provide complete financial statements as requested by You may be required to provide verification of medical, educational and childcare expenses as well as your income, and information regarding other natural or adopted children in your household. You may also be required to provide information regarding visitation/parenting time. This information is needed to either establish or modify a child support order.
- Agree to repay any money that is paid to you in error. This includes: (1) payments that were intended for a different parent, (2) payments received from the paying parent that are not honored



because of insufficient funds or a stop payment order, and (3) payments received from the Internal Revenue Service that are later reversed.

- Sign a Right to Recovery Agreement and pay recovery costs and/or fees if your case is sent to another State whose law requires the applicant requesting IV-D services to repay the actual costs of interstate proceedings.
- Agree to pay for genetic testing (DNA) costs in a paternity case if you are determined to be the father.

#### **THE APPLICANT UNDERSTANDS DCSS HAS THE RIGHT AND RESPONSIBILITY TO:**

- Attempt to establish paternity and child support, including medical insurance coverage, and enforce both a child support obligation and spousal support already ordered by a court.
- Decide the best way to handle your case in a manner consistent with state and federal requirements, including whether legal action is needed. DCSS will make this decision after consulting with legal counsel and will act in a manner consistent with the best interest of the State of Arizona.
- Notify the applicant of all proceedings to establish or modify support and to provide the applicant with copies of court orders as necessary.
- Provide your address and other personal identifying information to the court for child support litigation and to others consistent with state and federal laws unless it is determined that your information should be protected. must comply with court orders relating to release of address or other case information for court or discovery proceedings.
- Release the child(ren)'s social security number(s) to either parent's employer when that parent is required to provide medical insurance..
- Upon request from either parent, review the court order for modification every three (3) years to determine whether an adjustment is appropriate. (The review will determine if your child support order is appropriate and reasonable under the Arizona Child Support Guidelines and may result in a decrease, increase, or no change of your current child support order.) A modification of the order may also be requested if the current child support order does not include a provision for medical coverage. Requests received more often than every three (3) years must show a substantial and continuing change in circumstances. DCSS may be required to seek a modification of the support order, whether upward or downward, consistent with state law.

#### **STRICT REQUIREMENTS OF STATE AND FEDERAL LAW FOR DISTRIBUTING CHILD SUPPORT PAYMENTS.**

- Payments collected must be distributed within two (2) days of receipt when all appropriate information is provided. This does not apply to income tax refund intercept payments or to payments which cannot be identified.
- The first money received during a month is regarded as current support for that month and must be distributed within two (2) days of receipt to the support recipient after it is recorded by DCSS.
- Once current support is paid, any additional money received during the month is regarded as payment of unpaid or past due support. If a payment is received that exceeds the current support obligation and there is no support owed DCSS will credit the excess toward future support or any outstanding fees. Fees are not deducted from any payments until the full support has been paid, including current and past due support.
- If the paying parent owes current support to more than one family, all current support is paid before any money can be applied as payment to past due support. When the amount collected is not enough to pay current support to all families, the payment will be allocated among the families.
- If the support recipient moves and does not notify DCSS of the new address, and DCSS is unable to deliver the support payments to him/her within 120 days, the support **must be returned to the support payor**. If DCSS is unable to deliver the support amount to the support payor, it is then considered abandoned property, which will escheat to the State through the Arizona Department of Revenue.
- Unless you receive a hardship exception, DCSS generally issues all payments received for you by direct deposit to your bank account or to an Arizona Electronic Payment Card (EPC) issued in your name. If an Electronic Payment Authorization form is not provided, authorizing direct deposit, the default method to receive your child support payments is by EPC. See attached fee disclosures associated with an EPC. Upon activating an EPC, disclosures have been received, understood, and you agree to receiving your child support payments by EPC. The EPC is a debit card with your child support



payments stored in it and can be used to pay for goods and services or to remove cash at any ATM or retailer worldwide.

### **CASE CLOSURE**

**Under circumstances permitted by federal law, your case with DCSS may be closed if:**

- The facts of the case establish an inability to take action to collect support.
- You have failed to cooperate, and your cooperation is essential for the next step in providing services, and you do not receive public assistance benefits.
- You provide a written request that the case be closed, there is no child or medical support debt owed pursuant to a court order and assigned to the state, and neither you nor the child(ren) receives public assistance.
- DCSS has been unable to contact you within a sixty (60) calendar day period, despite attempts by both telephone and at least one letter by first class mail, and you do not receive public assistance.

### **SERVICES NOT PROVIDED BY DCSS OR ITS AGENTS:**

- Filing a divorce action (Dissolution of Marriage)
- Enforcement of court orders for spousal support or maintenance only and which do not include child support
- Legal action for custody, visitation or parenting time
- Enforcement of court-ordered payment of unpaid medical or other bills, attorneys' fees, property settlements or agreements regarding college expenses
- Genetic testing (DNA) for the purpose of disproving paternity or setting aside paternity orders

### **LEGAL REPRESENTATION**

**The Arizona Assistant Attorneys General and Deputy County Attorneys do not represent you or your children in child support proceedings;** they represent the State of Arizona. If you need any services that they do not provide, you may wish to contact a private attorney or call Community Legal Services at 1-800-852-9075 to inquire about legal assistance.

### **FEES FOR CHILD SUPPORT SERVICES**

The Federal Deficit Reduction Act of 2005, effective October 1, 2006, requires states to charge a \$25 annual collections fee for some child support cases. Arizona law was passed in 2007 to allow DCSS to charge this fee. Each year DCSS must charge the \$25 annual collections fee for each case in which the state has sent out at least \$500 of child support for a person who has never received public assistance.

DCSS must keep \$25 from your child support payments, but only after it has sent out \$500 in that case. Because DCSS will charge the fee each year for each eligible case, if you have more than one case, DCSS will charge more than one fee in each year. If no other support collections are received after DCSS has sent out \$500 of support, or less than \$25 is received, DCSS will send you a notice to pay the fee by a specific date.



## Arizona Department of Economic Security Way2Go Card® issued by Comerica

You have options to receive your payments: this prepaid card or direct deposit to your bank account. Tell the State agency which option you choose.

Monthly fee	Per purchase	ATM withdrawal	Cash reload
<b>\$0</b>	<b>\$0</b>	<b>\$0</b> in-network	<b>N/A</b>
		<b>\$0.75</b> out-of-network	

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ATM balance inquiry (in-network or out-of-network)	\$0.00
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Customer service (automated or live agent)	\$0.00
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Inactivity	\$0.00
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**We charge 2 other types of fees. Here they are:**

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Card replacement (regular or expedited delivery)	\$0 or \$11.00
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International ATM transaction	\$0.75
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**No overdraft/credit feature.**

Your funds are eligible for FDIC insurance.

For general information about prepaid accounts, visit [cfpb.gov/prepaid](https://cfpb.gov/prepaid).

Find details and conditions for all fees and services in the cardholder agreement.



## List of all fees for Arizona Department of Economic Security Way2Go Card Prepaid Mastercard

All Fees	Amount	Details
<b>Get Started</b>		
Card purchase	\$0.00	There is no fee to obtain a Card account.
<b>Monthly Usage</b>		
Monthly Usage Fee	\$0.00	There is no monthly fee associated with this card.
<b>Spend money</b>		
Point-of-sale (POS)	\$0.00	There is no fee for POS purchase transactions conducted in the U.S. using your signature or Personal Identification Number (PIN) number.
Online Bill Pay	\$0.00	There is no fee to use our bill pay service on our website, <a href="http://www.GoProgram.com">www.GoProgram.com</a> .
<b>Get Cash</b>		
ATM withdrawal (in-network)	\$0.00	There is no fee for in-network ATM withdrawals conducted at Comerica, Allpoint and MoneyPass ATM locations. In-network locations can be found at <a href="https://locations.comerica.com/">https://locations.comerica.com/</a> , <a href="https://www.allpointnetwork.com/locator.html">https://www.allpointnetwork.com/locator.html</a> and <a href="https://moneypass.com/atm-locator.html">moneypass.com/atm-locator.html</a> . When using your card at an ATM, the maximum amount that can be withdrawn from your Card account per calendar day is \$500.00.
ATM withdrawal (out-of-network)	\$0.75	This is our fee. "Out-of-network" refers to all ATMs outside of the Comerica Bank, Allpoint and MoneyPass ATM Network. You may also be charged a fee by the ATM operator, even if you do not complete a transaction. When using your Card at an ATM, the maximum total amount that may be withdrawn from your Card account per calendar day is \$500.00.
Teller-assisted cash withdrawal (OTC)	\$0.00	You are allowed unlimited teller-assisted cash withdrawals for no fee at Mastercard Member Bank or Credit Union teller windows.
<b>Information</b>		
ATM balance inquiry (in or out-of-network)	\$0.00	There is no fee to conduct balance inquiries at ATM location
ATM denial (in or out-of-network)	\$0.00	There is no fee for declined transactions at any ATM.
Customer service	\$0.00	There is no fee for calling the automated customer service number on the back of your card. There is never a fee to transfer to a live agent.
<b>Using your card outside the U.S.</b>		
International ATM transaction	\$0.75	This is our fee you will be charged for each ATM withdrawal you conduct outside the United States. You may also be charged a fee by the ATM operator, even if you do not complete the transaction.
International transaction fee	\$0.00	There is no additional fee to conduct transactions outside the U.S.
<b>Other</b>		
Card replacement	\$0.00	There is never a charge to replace your card. Standard delivery in the U.S. 7 to 10 calendar days.
Expedited card delivery	\$11.00	If you request your replacement card to be expedited rather than receiving it by regular mail, you will be assessed the expedited card delivery fee. Expedited card delivery is 3 to 5 calendar days.
Funds transfer	\$0.00	There is no fee to transfer funds from your card account to a bank account owned by you located in the U.S.A.

Your funds are eligible for FDIC insurance and will be held at or transferred to Comerica Bank, an FDIC-insured institution. Once there, your funds are insured up to \$250,000 by the FDIC in the event Comerica Bank fails, if specific deposit insurance requirements are met. See [fdic.gov/deposit/deposits/prepaid.html](https://fdic.gov/deposit/deposits/prepaid.html) for details. No overdraft/credit feature.

Contact Go Program Customer Service by calling 1-833-915-4041, by mail at P.O. Box 245997, San Antonio, TX 78224-5997 or visit [www.GoProgram.com](http://www.GoProgram.com).

For general information about prepaid accounts, visit [cfpb.gov/prepaid](http://cfpb.gov/prepaid).

If you have a complaint about a prepaid account, call the Consumer Financial Protection Bureau at 1-855-411-2372 or visit [cfpb.gov/complaint](http://cfpb.gov/complaint).



Way2Go Card® del Departamento de Seguridad Económica de Arizona emitida por Comerica

Tiene opciones para recibir sus pagos: esta tarjeta prepago o depósito directo a su cuenta bancaria. Dígame a la agencia estatal qué opción elige.

Cuota mensual	Por compra	Retiro en ATM	Recarga de efectivo
<b>\$0</b>	<b>\$0</b>	<b>\$0</b> en red	<b>N/A</b>
		<b>\$0.75</b> fuera de la red	

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Consulta de saldo en cajero automático (dentro o fuera de la red)	\$0.00
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Servicio al Cliente (agente automatizado o en vivo)	\$0.00
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Inactividad	\$0.00
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**Cobramos otros 2 tipos de tarifas.** Aquí están:

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Reemplazo de tarjeta (entrega regular o acelerada)	\$0 o \$11.00
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Transacción de cajero automático internacional	\$0.75
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**No hay función de sobregiro / crédito.**

Sus fondos son elegibles para el seguro de la FDIC.

Para obtener información general sobre cuentas prepagas, visite [cfpb.gov/prepaid](http://cfpb.gov/prepaid)

Encuentre detalles y condiciones para todas las tarifas y servicios en el acuerdo del titular de la tarjeta.



Lista de todas las tarifas de la tarjeta prepago Mastercard Way2Go del Departamento de Seguridad Económica de Arizona

Todas las tarifas	Cantidad	Detalles
<b>Comenzar</b>		
Compra de tarjeta	\$0.00	No hay ningún cargo para obtener una cuenta de tarjeta.
<b>Uso mensual</b>		
Tarifa de uso mensual	\$0.00	No hay una tarifa mensual asociada con esta tarjeta.
<b>Gastar dinero</b>		
Terminal punto de venta (TPV)	\$0.00	No se aplica ningún cargo por las transacciones de compra en TPV realizadas en los Estados Unidos con su firma o Número de Identificación Personal (NIP).
Pago de facturas en línea	\$0.00	No hay ningún cargo por utilizar nuestro servicio de pago de facturas en nuestro sitio web, <a href="http://www.GoProgram.com">www.GoProgram.com</a> .
<b>Obtener dinero en efectivo</b>		
Retiro por cajero automático (ATM) (dentro de la red)	\$0.00	No hay cargo por retiros en cajeros automáticos dentro de la red realizados en cajeros automáticos Comerica, Allpoint y MoneyPass. Las ubicaciones dentro de la red se pueden encontrar en <a href="https://locations.comerica.com/">https://locations.comerica.com/</a> , <a href="https://www.allpointnetwork.com/locator.html">https://www.allpointnetwork.com/locator.html</a> y <a href="https://www.moneypass.com/atm-locator.html">https://www.moneypass.com/atm-locator.html</a> . Cuando use su tarjeta en un cajero automático, la cantidad máxima que se puede retirar de su cuenta de Tarjeta por día calendario es \$ 500.00.
Retiros por ATM (fuera de la red)	\$0.75	Ésta es nuestra tarifa. "Fuera de la red" se refiere a todos los cajeros automáticos fuera de la red de cajeros automáticos de Comerica Bank, Allpoint y MoneyPass. También es posible que el operador del cajero automático le cobre una tarifa, incluso si no completa una transacción. Cuando utilice su Tarjeta en un cajero automático, la cantidad total máxima que se puede retirar de la cuenta de su Tarjeta por día calendario es de \$ 500.00.
Retiro de efectivo asistido por cajero (OTC)	\$0.00	Se le permiten retiros de efectivo ilimitados con ayuda de un cajero sin cargo en las ventanillas de los cajeros de Mastercard Member Bank o Credit Union.
<b>Información</b>		
Consulta de saldo en cajeros automáticos (dentro o fuera de la red)	\$0.00	No hay cargo por realizar consultas de saldo en la ubicación del cajero automático
Denegación de cajero automático (dentro o fuera de la red)	\$0.00	No hay cargo por transacciones rechazadas en cualquier cajero automático.
Servicio al Cliente	\$0.00	No hay cargo por llamar al número de servicio al cliente automatizado que se encuentra en el reverso de su tarjeta. Nunca hay una tarifa para transferir a un agente en vivo.
<b>Usando su tarjeta fuera de Estados Unidos</b>		
Retiro por ATM internacional	\$0.75	Esta es nuestra tarifa que se le cobrará por cada retiro en un cajero automático que realice fuera de los Estados Unidos. También es posible que el operador del cajero automático le cobre una tarifa, incluso si no completa la transacción.
Cargo por transacción internacional	\$0.00	No hay tarifa adicional para realizar transacciones fuera de los EE. UU.
<b>Otro</b>		
Reemplazo de tarjeta	\$0.00	Nunca hay un cargo por reemplazar su tarjeta. Entrega estándar en los EE. UU. De 7 a 10 días calendario.
Entrega rápida de la tarjeta	\$11.00	Si solicita que su tarjeta de reemplazo sea acelerada en lugar de recibirla por correo regular, se le cobrará la tarifa de entrega acelerada de la tarjeta. La entrega acelerada de la tarjeta es de 3 a 5 días calendario.
Transferencia de fondos	\$0.00	No hay ningún cargo por transferir fondos de la cuenta de su tarjeta a una cuenta bancaria de su propiedad ubicada en los EE. UU.

Sus fondos son elegibles para el seguro de la FDIC y serán retenidos o transferidos a Comerica Bank, una institución asegurada por la FDIC. Una vez allí, sus fondos están asegurados hasta por \$ 250,000 por la FDIC en caso de que Comerica Bank falle, si se cumplen los requisitos específicos del seguro de depósitos. Consulte [fdic.gov/deposit/deposits/prepaid.html](http://fdic.gov/deposit/deposits/prepaid.html) para obtener más detalles.

No hay función de sobregiro / crédito.

Comuníquese con el Servicio al Cliente del Programa Go llamando al 1-833-915-4041, por correo postal a P.O. Box 245997, San Antonio, TX 78224-5997 o visite [www.GoProgram.com](http://www.GoProgram.com).

Para obtener información general sobre cuentas prepagas, visite [cfpb.gov/prepaid](http://cfpb.gov/prepaid).

Si tiene una queja sobre una cuenta prepaga, llame a la Oficina de Protección Financiera del Consumidor al 1-855-411-2372 o visite [cfpb.gov/complaint](http://cfpb.gov/complaint).

