

New EPPICard Services Available 7/20/11

The following services will be available beginning Wednesday, July 20th, 2011. Instructions for using these new features are available on the EPPICard website (www.EPPICard.com) and on the Interactive Voice Response (IVR) system. The IVR system is accessed by calling the EPPICard Customer Service line at 1-800-961-8423.

Mobile Balance Inquiry – This new free EPPICard convenience feature allows you to register your mobile (cell) phone to request and receive your account balances via text messaging any time day or night.

- You can register for the service either on the EPPICard website or using the IVR.
- Please note that the Mobile Balance Inquiry service is offered completely free but you may be charged for the text message by your mobile phone provider. Please check your plan to determine if you are charged for text messages. If you don't have unlimited text messages as part of your plan, you should keep track of the number of texts so you're not charged a large fee by your mobile phone service provider.

The new Mobile Balance Inquiry feature can be used in addition to the **Deposit Notification** or **Low Balance Alert** that is already available. The Deposit Notification or Low Balance Alert are free features which allow you to receive an automated notification when a deposit is posted to your account as well as when your account balance reaches a certain minimum amount that you have designated (for example, \$25). The notifications can be sent by email, phone, or a text message. Please note that the phone notifications are only sent during the hours of 9 am to 5 pm.

- You can register for this service either on the EPPICard website or using the IVR.

Online Bank Transfer – A new EPPICard website feature allows you to transfer funds from your EPPICard account to another bank account of your choice. You can select this service through the IVR or the EPPICard website.

- The Online Bank Transfer will cost \$1.50 for each transfer. You will be reminded of the fee before you complete the transfer. The fee is the same whether you choose to complete the transfer online or through the IVR.
- Please be aware that you are not able to transfer funds from another bank account to your EPPICard account.
 - If you would like to have your TANF benefits sent directly to your personal checking or savings account, please contact your TANF worker at your local Department of Social Services. Tell your worker that you want to begin to use Direct Deposit as the issuance method for your TANF benefits. Your worker will have you complete a [Direct Deposit Enrollment Authorization](#).

Online Personal Identification Number (PIN) Management – You can now use the IVR or the website to select and manage your PIN. PIN creation on the EPPICard website will activate the card exactly as the IVR system does. There is no fee for PIN activation or changes.

Advanced Cardholder Authentication – This update enhances your identity protection. You will now be required to answer additional security questions before being allowed to proceed with high-risk transactions (such as changing your PIN) on either the IVR or the EPPICard website. The questions will be a set of security questions that you both choose from and select the answers to. This new feature will provide even greater security and protection of your account funds. There is no fee for this service.