



North Carolina Department of Health and Human Services
Division of Social Services
Child Support Enforcement

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Telephone (919) 255-3800

Beverly Eaves Perdue, Governor
Lanier M. Cansler, Secretary

Sherry S. Bradsher, Director

March 25, 2011

Dear County Director of Social Services
Dear County Child Support Managers

Subject: Child Support Debit Card

Effective April 1, 2011, the Child Support Program is changing the debit card vendor. Beginning in April, all NEW child support customers that meet the debit card criteria will be enrolled in the smiOne Card. Beginning in May, we will change existing JPMorgan customers to the smiOne Card in a phased approach.

Custodial parents who have a JPMorgan card and that have NOT received a payment in the last 6 months will NOT be enrolled in the new card until the debit card criteria is met. They will receive a letter explaining the change the week of April 4.

The existing JPMorgan debit card holders that have received a payment within the last 6 months will be phased in to the smiOne Card starting in May with Franklin County and Cumberland County. In June through August, JPMorgan card holders in the remaining counties will be changed to smiOne. One month prior to each county implementation of the new debit card, outreach notices will be mailed to custodial parents.

When the new smiOne Card is mailed to the custodial parent, a 'Welcome Package' will be included with the following information:

- smiOne card/card carrier
- Fee Chart
- Brochure
- Terms and Conditions

Effective April 1, 2011 a list of frequently asked questions regarding debit cards will be posted to the eChild Support website.

Mission Statement

To consistently collect as much child support money as possible for the benefit of North Carolina's children.

Beginning the week of March 28, 2011, Child Support Offices will begin to receive the smiOne brochures and posters. Brochures are printed in English and Spanish.

If you have questions, please contact the ACTS Help Desk toll free @ 1-800-405-9053 or locally @919-255-3780.

Sincerely,



Judy McArn
Assistant Chief of Program
Operations

Cc: Jack Rogers
Daisie Blue
Michele Tart

CSE-8-2011

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