



September 23, 2019

**YOUR NEW PLATINUM SMiONE™
VISA® PREPAID CARD IS ENCLOSED!**

Cardholder Name
Address
City, State ZIP

Re: Your Child Support Payments on the Platinum smiONE™ Visa® Prepaid Card

Dear Cardholder Name,

smiONE is excited to introduce the enhanced **Platinum smiONE Visa Prepaid Card** program to our valued cardholders in North Carolina. Your new Platinum smiONE Card, enclosed with this letter, offers powerful new features, convenient on-the-go account management tools, and simple fees and program rules.

Please activate your new black Platinum smiONE Card immediately. It will replace your current white smiONE Card. You will receive your regularly scheduled child support payments from the state of North Carolina on your new card.

Additional features of the enhanced Platinum smiONE Visa Prepaid Card

- **Mobile wallet capability** for making contactless purchases in stores and online where Apple Pay and Google Pay are accepted.
- Dynamic chip technology for **added protection** against fraudsters.
- We won't charge you a fee for ATM withdrawals[†] at **Allpoint® ATMs**.
- **Unlimited no-cost Point of Sale (POS)** transactions in the U.S. and overseas.
- **Instant digital card replacement** when you report your card as lost or stolen—no interruptions in spending.
- **smiONE Mobile Check Load** lets you use your smartphone to deposit checks to your card account.

What you'll need to do now

- **DOWNLOAD** the Platinum smiONE Mobile App for iOS or Android.
- **ACTIVATE** your new black Platinum smiONE Card on the mobile app, at www.smionecard.com, or by calling 1-866-331-8754.
- **ENROLL** in email and text alerts[†] on the mobile app or website to start receiving important notifications about your transaction history, balance, and more.
- **SPEND** any remaining funds on the white card.

If you have any questions, please call us 24 hours a day at 1-877-776-9759 (international callers, please dial 1-347-809-6753). We appreciate the opportunity to serve you!

Thanks,
The smiONE Team

[†] You may be charged a fee by the ATM operator, even if you do not complete a transaction.

^{††} Standard text and/or data rates from your wireless service provider may apply.