



**COMING JANUARY 8, 2022
NEW DEBIT CARD WEBSITE**

&

WISCONSIN Way2Go DEBIT MASTERCARD

IMPORTANT INFORMATION ABOUT YOUR CHILD SUPPORT DEBIT CARD!

Changes to your current Wisconsin Child Support Debit Card

Effective January 8, 2022, Wisconsin is moving to the Way2Go platform to provide child support debit card users with a new website offering more services.

During this change, your debit card and related services will be temporarily unavailable from **4 am to 8 am (CST) on January 8, 2022**. This means:

- You will not be able to use your card to make purchases or withdraw money from ATMs during this time.
- The website will be temporarily unavailable.
- Customer Service will not be available over the phone.

What You Need to Do

Action Required after 8 a.m. CST on January 8, 2022:

- Go to www.GoProgram.com
- Create a new User ID and password

Be sure to have your Wisconsin EPPIC Debit MasterCard handy when setting up your new log-in and password.

After the change, you may continue to use your current EPPIC Debit MasterCard until expiration.

When your EPPIC Debit MasterCard nears expiration, you will receive the new **Wisconsin Way2Go Debit MasterCard**.



When is this happening?

January 8, 2022. Be sure to update your mailing address with EPPIC and your child support agency to ensure you get all of the necessary outreach information.

Who can I contact for Customer Service regarding the change?

Child Support Customers can call the toll-free customer service number at 1-877-253-3686 for issues with their debit cards.

The old www.eppicard.com website says "we've moved," where do I go?

After change, you can access your Wisconsin Debit Card account at www.GoProgram.com. The new website will offer more services for our debit card payees.

When do I get a new Way2Go Debit MasterCard?

When your current EPPIC Debit MasterCard nears expiration, you will be mailed the new Way2Go Debit MasterCard.

Get the Go Program Way2Go Card® mobile app!