

## ReliaCard Common Fees<sup>1</sup>

Description	Amount/Details
Get cash	
Point-of-Sale (POS) Withdrawals	\$0
In-Network <sup>2</sup> ATM Withdrawal	\$0
Out-of-Network <sup>3</sup> ATM Withdrawal	\$0.75
Teller-Assisted Cash Withdrawal	\$0
<b>Information</b>	
ATM Balance Inquiry <sup>3</sup>	\$0
<b>Replacement cards</b>	
Standard Delivery (up to 10 business days)	\$0
Expedited Delivery (up to 3 business days)	\$12.00
<b>Using Your Card Outside the U.S.</b>	
International Transactions	A fee of three percent (3%) of the U.S. dollar amount of the transaction applies when you use your card for purchases at foreign merchants and for cash withdrawals from foreign ATMs. Some merchant and ATM transactions, even if you and/or the merchant or ATM are located in the United States, are considered foreign transactions under the applicable network rules.
International ATM Withdrawal <sup>3</sup>	\$0.75
<b>Other</b>	
Inactivity	\$.50 fee charged each month after you have not completed a transaction for 365 consecutive days.

<sup>1</sup> Cardholder fees subject to change, where allowed by law.

<sup>2</sup> "In-Network" refers to the U.S. Bank or MoneyPass® or Allpoint® ATM networks.

<sup>3</sup> You may also be charged a fee by the ATM operator even if you do not complete a transaction.

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## Our Mission

Our mission at the Delaware Division of Child Support Services (DCSS) is to deliver quality customer support by partnering with parents to improve the lives of children and their families. This is achieved through obtaining accurate child support orders to meet financial, medical and emotional needs to promote family self-sufficiency and the best outcome for children.

The Division of Child Support Services operates a statewide Customer Service Unit and Automated Assistance Line (AAL) 24 hours a day, seven days a week, by touch-tone phone.

The AAL provides pre-recorded information (in English & Spanish) including: location & hours, application process, change of address, check replacement, information for employers, income withholding, license suspension, locating parents, passport denial, paternity establishment, payment information and tax intercept information.

When requesting case specific information, clients are asked to enter their case number on a touch-tone phone. Rotary phone users are instructed to stay on the line and will be transferred to the Customer Service Unit during normal business hours: Monday through Friday, 8:30 AM to 4:00 PM



DELAWARE HEALTH AND SOCIAL SERVICES  
Division of Child Support Services

### Customer Service/Automated Assistance Lines:

NCC – 302.577.7171 | KC – 302.739.8299 | SC – 302.856.5386

P.O. Box 12327 | Wilmington, DE 19850

[www.dhss.delaware.gov/dcsc](http://www.dhss.delaware.gov/dcsc)

# The U.S. Bank ReliaCard®

A prepaid card that provides easy access to child support payments for point-of-sale purchases and ATM withdrawals



DELAWARE HEALTH AND SOCIAL SERVICES  
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## Get started

### How does the ReliaCard work?

The card is funded with child support monies, paid to the Custodial Parent (CP) from the Non-Custodial Parent (NCP).

When a payment is posted to the CP's child support case(s), DCSS will credit the card.

In most cases, the money should be available within approximately three (3) business days, after DCSS applies the payment to the case(s).



### Who can enroll?

Every CP who has a child support case(s) in their own name, a valid ITIN or Social Security Number, and a street address can enroll.

### Why should I enroll?

- No checking or savings account is required
- No need to wait for a check in the mail
- No need to make extra trips to the bank
- No need to pay check cashing fees
- No line of credit is associated with the card
- Use it anywhere Debit Mastercard® is accepted

### Can I have both a ReliaCard and a direct deposit account?

No. CPs must choose one or the other. A CP can NOT have both direct deposit and a prepaid debit card account.

The benefit of the card is that no bank account is necessary to enroll.

Any/all child support payments, on any/all cases, will go into that one account until child support payments stop.

### How do I enroll?

CPs can obtain an enrollment form from any of the following:



#### DCSS offices

##### New Castle County

Churchmans Corporate Ctr.  
84-A Christiana Rd.  
New Castle, DE 19720

##### Kent County

905 S. Governors Avenue  
Dover, DE 19904

##### Sussex County

Georgetown Professional Park  
20105 Office Circle  
Georgetown, DE 19947



#### Online: [www.dhss.delaware.gov/dcss](http://www.dhss.delaware.gov/dcss)

Print out and complete the enrollment form. Include any/all child support case number(s). Then, mail the completed form to:

Division of Child Support Services  
P.O. Box 12327, Wilmington, DE 19850

### How long will it take to receive my card?

Once DCSS receives the enrollment form and enters the client's information into the enrollment screens, the card will be mailed to the cardholder within five to seven (5-7) business days.

If the client does not receive the card by the 10th business day after submitting an enrollment form, please contact Customer Service at 866.567.8643 for an update.

Once the CP receives and activates the card, it can be used anywhere Debit Mastercard is accepted.

## U.S. Bank Customer Service and Account Information

Real-time account information is available 24/7 via a toll-free number and a website. Have the card ready when calling; CPs will need their 16 digit card number.



#### Call toll-free: 866.567.8643

- Activate the card
- Select or change the four (4) digit PIN
- Check your account balance
- Report a lost, stolen or damaged card
- Speak with Customer Service



#### Visit the website: [usbankreliacard.com](http://usbankreliacard.com)

- Activate the card
- Check your account balance
- View monthly statements
- View frequently asked questions

If there are any child support questions, call DCSS Customer Service in the county where you live:

New Castle County – 302.577.7171

Kent County – 302.739.8299

Sussex County – 302.856.5386

### What if I change my address and phone number?

CPs need to update DCSS with any address and phone changes as soon as possible, to avoid unnecessary delays in receiving any/all child support information.

### How do I cancel my enrollment?

Once enrolled with ReliaCard, a CP can opt to receive payments through direct deposit. Please call DCSS Customer Service for additional information.