

From: csannouncements@wi.gov
Sent: Friday, December 03, 2021 1:53 PM
To: Janet Haskins
Subject: [EXTERNAL] NOTICE OF CHANGE LETTER MAILED TO DEBIT CARD HOLDERS

From Bulletin Board:

***** 12/3/21 1:55 p.m. *****

NOTICE OF CHANGE LETTER MAILED TO DEBIT CARD HOLDERS A Notice of Change (NOC) letter from the Wisconsin EPPICard was mailed to debit card holders on Dec. 1, 2021. This NOC notifies card holders of a change to the Debit Card Program that is occurring on Jan. 8, 2022.

On Jan. 8, 2022 between the hours of 4 a.m. to 8 a.m. CST, debit cards will not be available for purchases or for withdrawing money from ATMs. The EPPIC website will be down during this time and calls to customer service will not be available while the conversion to the new Way2Go platform occurs.

After 8 a.m. on Jan. 8, card holders will be able to use the debit card as normal. Upon visiting the EPPIC website, card holders will be directed to the new website: <https://link.edgepilot.com/s/1e1321b8/GAjrGwSZ30ytZWEXZnDIJg?u=http://www.goprogram.com/>. Users should have their debit card handy and use it to set up new log-in credentials. With the new login credentials, users will be able to access the new features of the platform, including checking their balance and updating their information.

With this change, participants will receive a new chip card as their previous cards expire. They will be able to use the new website, the new Go Program Way2Go Card mobile app, and other features immediately.

Additional information will be available on the DCF website and Child Support Partner Resources website as we get closer to Jan. 8.

Here is a [link to a sample NOC letter](#) that card holders will receive.

DO NOT REPLY TO THIS EMAIL. We don't monitor the mailbox for this automated list. Direct questions to BCS using the KIDPOL Request Form <https://link.edgepilot.com/s/3bdb5836/aH6Sz1ARaUaKNrHTJCTM7g?u=http://dcf.wisconsin.gov/cs/kidpol>.

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