



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF HEALTH AND HUMAN SERVICES
LANSING

ROBERT GORDON
DIRECTOR

Important Changes Are Coming to Your Child Support Prepaid Debit Card

Dear child support customer:

If you receive child support payments on a prepaid debit card, a new debit card will be coming soon. You will receive a new Way2Go Card[®] Prepaid Mastercard that will replace your U.S. Bank ReliaCard. Features of the Way2Go Card include access to a new web portal, mobile apps for iOS or Android devices, and more. These services are described in the enclosed information.

What you need to know:

- New debit cards will be mailed beginning in early November. **Be sure to watch your mail** for the Way2Go Card mailer and **activate your card** when you get it.
- Keep your U.S. Bank ReliaCard because payments to that card will continue until November 29, 2020.
- Payments on the Way2Go Card will begin on November 30, 2020.
- Activate your new Way2Go Card by November 29, 2020 to prevent any delays getting your child support payments.
- You will need to spend down the balance on your U.S. Bank ReliaCard as soon as possible; it will not be transferred to the new card. After November 30, 2020, any questions on the U.S. Bank ReliaCard will only be answered by U.S. Bank.
- If you do not want to receive child support payments on a debit card, you may receive your payments through direct deposit into a personal checking or savings account. To do this, visit www.misdu.com, click "Receiving Payment" on the left, and complete a direct deposit form.

If you have questions about your new card, please call the customer service number on the back of the card. If you have questions about this letter, please visit www.misdu.com, or call 877-543-2660 and follow the instructions to speak to a Michigan State Disbursement Unit (MiSDU) customer service representative.

Sincerely,

Michigan Office of Child Support