

Iowa Department of Human Services FIP Electronic Access Card

If you are approved for FIP, you will soon get the *Iowa Electronic Access Mastercard Prepaid Debit Card* (pictured) in the mail. The Iowa Department of Human Services (DHS) will put your monthly FIP benefits on this card.

When you get the card, **keep it**. It is not junk mail. Keep this card even if your benefits stop, just in case you need to reapply for future benefits.



This card is only for FIP benefits. Any other state services you receive like SNAP, child support or unemployment benefits will not be on this card.

You cannot access your cash benefits with your electronic access card (EAC) or your personal debit card at a:

- Liquor store or any place that mainly sells liquor,
- Casino or other gambling or gaming establishment, or
- Business which provides adult-oriented entertainment in which performers disrobe or perform in an unclothed state (such as a strip club).

This includes these types of businesses located in Iowa, on tribal land, or in any other state.

If the Department determines that you have accessed your cash benefits with your EAC or your personal debit card at one of the above places you:

- Will have committed fraud,
- Have to repay the amount of cash accessed at the location, as well as any access fees, and
- Your family will not get cash benefits for three months with the first misuse and six months for each additional misuse.

Make sure to **read the papers that come with the card**. The papers will tell you how to:

- Activate your card,
- Ways to avoid fees,
- Contact the toll-free customer service number, **1-844-207-3225**, and
- Check your account balance and find participating free ATM locations via the website, www.GoProgram.com.

For questions about the card, call customer service at 1-844-207-3225. You will never be charged for calls to:

- Report a lost, stolen or damaged card;
- Request a replacement card;
- Report problems using your card; or
- Ask for help to fix a problem with your account.

You will get 6 free customer service calls per month for all other services; after that each call costs \$0.40.

How to Avoid Fees:

- **Use your three (3) free cash withdrawals** each month at an Alliance One or Money Pass ATM.
- **Make withdrawals at any Mastercard member bank teller window.**
- **Ask for cash back with purchases.** There are no fees on purchases or on cash back from purchases. The store may have a cash back limit.
- **Check your account balance using the www.GoProgram.com website.**