



FY 2018 Go Card Quick Tips

We are pleased to announce that the Individual and Family Support Program (IFSP) has begun issuing funds for FY 2018.

NEW THIS YEAR: All IFSP funds will be issued via check card known as the Go Card.

This is what the physical Go Card will look like.



The Virginia Way2Go Card® Debit MasterCard® Card is issued by Comerica Bank pursuant to a license by MasterCard International Incorporated.

- All cards will be mailed directly to the address that was provided for the responsible party when the application was completed.
- You will receive one pre-loaded check card for each responsible party within 2-3 weeks of the announcement email. The card will include the total award amount that was approved for all of the responsible party's applications. For example, if a parent, acting as the responsible party, completed two IFSP Funding applications for two children for \$1,000 each, then the parent will receive one check card for \$2,000.
- If you have not received the check card by March 31st, please contact the IFSP staff for assistance.
- You will need to authorize your card before you can use it. To authorize your card, please see the instructions that came with your card.

Frequently Asked Questions (FAQ's)

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1. **How will the mailer look?** For security purposes, the letter will arrive in an unmarked plain envelope with a return address from Austin, TX.

2. **Who should I call for help?** For all questions related to the Way2Go MasterCard, customers should visit www.goprogram.com or call customer service's toll free number at 800-961-8423. Customer Service is available 24 hours a day, 7 days a week **to** handle calls related to:
 - Reporting lost or stolen cards
 - Balance inquiries
 - PIN changes
 - Transaction history requests
 - Registering a complaint about a card issue
 - Questions about card usage
 - Questions about international card usage

IFSP should be contacted if the following information is needed:

 - Information about receipts
 - Questions about award amounts
 - Questions about allowable expense

3. **Who should I contact if I have a customer service question?** Conduent is the vendor that has been selected by DBHDS to provide customer service for the Go Card. Conduent's contact information is included on attached flyer.

4. **How can I get help using my card?** Applicants can access Conduent customer services in two ways- via the internet and by phone. Conduent's phone service includes an automated response system for basic requests like balance inquiries and to authorize a card. If customers need to speak with a customer service representative, they may also select that option.

5. **How does a person authorize the card?** Please review the materials that are included with the Go Card.

6. **How do I setup a pin for my card?** The customer establishes the PIN when he/she authorizes the card for use. Instructions are available in the mailer that accompanies the card.

7. **What happens if you suspect someone has used your card fraudulently?**
Contact Conduent.
8. **How do I get cash?** You can get funds by withdrawing money from an ATM. Visit the GoProgram.com to find a link to locate ATMs where you can withdraw funds.
9. **How do I pay for services with the card?** If your merchant accepts credit cards/debit cards, use your Go Card the same way you would use any other bank card.
10. **Do I need to keep my card if I apply next year?** No, each program year, the IFSP program will issue new cards for funding awards. Cards will not be reloaded by DBHDS. Please note, cards are active for 5 years after they are issued but you must submit receipts in accordance to the deadline provided by the IFSP each year.
11. **What happens if an individual does not spend all the funds?** Can I send a check back to the agency for money that is unspent? Since DBHDS has moved to a debit card system, the agency will no longer accept payments for unspent IFSP Funds. Therefore, all funds must be expended. If you have trouble spending your award, please contact the IFSP Staff for recommendations.
12. **Is it possible to order a “stop payment” or obtain a refund if there is a problem with items purchased?** The card can be used just like a debit card/ credit card. Refunds may be obtained from a merchant in the same way you would by using a regular debit card. For issues resolving transactions with merchants, please contact Conduent.
13. **When does the card expire?** The card is valid for 5 years after issuance.

14. **What happens if card is stolen or lost?** The customer should contact Conduent to get a card re-issued. Contact can be made on-line or via phone. Please see the documentation included with the card to learn more about the fees associated with card replacement.

15. **What happens if a client has moved and the card never arrives?** The customer should contact Conduent to get a card re-issued. Contact can be made on-line or via phone.

16. **Where will the card go if my address is undeliverable?** Any cards that cannot be delivered will be returned to Conduent. If you have not received your card by the date included in the announcement, please contact staff for support.

17. **Will individuals be able to use the Go Card as credit?** Yes, the card can be used at any merchant that accepts MasterCard.