

April 22, 2019

<Cardholder Name>
<Address>
<City, St ZIP>

**YOU WILL RECEIVE A NEW
CHILD SUPPORT PAYMENT CARD SOON!**

Re: Your new child support payment card

Dear <Cardholder Name>,

You will receive a new card for your child support payments in the mail between May 15, 2019 and May 25, 2019. Your new card is called the Platinum smiONE™ Visa® Prepaid Card, and it will arrive in a plain white envelope with a return address of West Virginia Bureau for Child Support Enforcement, 1452 W. Horizon Ridge, Suite 543, Henderson, NV 89012.

Important information about your current card:

Funds on your BCSE Debit Card (pictured below) will not be transferred to your smiONE Card. Use your BCSE Debit Card until the balance is zero. No additional deposits will be made to this card after June 1, 2019.

**YOUR
CURRENT
CARD**



For West Virginia BCSE Debit Card Customer Service:

Phone: 1-866-295-2955

Website: www.Key2Benefits.com

Important information about your new card:

Please activate your smiONE Card (pictured below) as soon as you receive it. All child support payments received after June 1, 2019, will be deposited to your smiONE Card Account, so it's important to activate it immediately. When you receive your smiONE Card, you also will have the option to sign up to have your payroll, government benefits, or other regular payments direct deposited to your Card Account.

**YOUR
NEW
CARD**



For smiONE Card Customer Service:

Domestic: 1-855-403-8349

International: 1-412-297-0282

Website: www.smionecard.com

WHAT YOU NEED TO DO:

- ✓ **Check the mail** for your new smiONE Card.
- ✓ **Activate** your new card as soon as you receive it.
- ✓ Use your current card until it has a **zero balance**.
- ✓ For any **questions about your new smiONE Card**, call 1-855-403-8349 (if calling from outside the U.S., call 1-412-297-0282).

We look forward to providing you with dynamic card features, convenient financial management tools, and excellent customer service. Please contact us with any questions about your new smiONE Card.

Sincerely,
The smiONE Team

The Platinum smiONE Visa Prepaid Card is issued by The Bancorp Bank pursuant to a license from Visa U.S.A. Inc. The Bancorp Bank; Member FDIC. Card may be used everywhere Visa debit cards are accepted.