

DES to Transition to New Electronic Payment Card Provider for Child Support Payments

As you know, DES currently issues payments to qualifying individuals by direct deposit, check, or Electronic Payment Card (EPC). **Beginning late September, the State will transition from the Bank of America as their EPC provider, to a new provider, Conduent, with the Way2Go Card® Prepaid Mastercard© issued by Comerica.**

Child Support clients who will be affected by this change are being notified by direct mail and email notices. The DES communications team has also created a new [“EPC Transition” web page](#) to serve as a hub for all of the important information associated with this transition. Please take some time to review the content on this page. The communications team will also issue reminders and additional information on their website and social media pages to alert the public of this change.

The AZCourts.gov web page has been updated to include information about the transition at: [Child Support & Family Law Information \(azcourts.gov\)](http://azcourts.gov)

Please refer to the [FAQs listed on the “EPC Transition” web page](#) for any questions about the EPC transition.

Thank you in advance for your role in helping to make this transition go as smoothly as possible.



EPC Transition Press
Release.pdf