



STATE OF TENNESSEE  
DEPARTMENT OF HUMAN SERVICES

**CHILD SUPPORT VOICE RESPONSE SYSTEM**

**RE:**  
**TCSES Case Number:**

To provide better service on your child support case, the Tennessee Department of Human Services uses a computer system known as the Tennessee Child Support Enforcement System, or TCSES for short.

You can use your TCSES case number (shown above) and the last four (4) digits of your Social Security number to access our automated Voice Response System (VRS). The VRS can give you quick information about the latest child support payment the Department of Human Services has collected on your behalf and the latest support payment that has been sent to you. By calling the VRS, you can also reach a Customer Service Representative who can provide you with additional information about your child support case. In order to easily access your records, it is important that you do not lose your TCSES case number. If you are calling long distance, dial **1-800-838-6911** to reach the VRS toll free. If you are calling from within the local Nashville, TN calling area, dial **253-4394**. Information about collections and payments for your case can also be accessed on the internet at <https://www.tn.gov/humanservices/for-families/child-support-services.html>.

Based on section 466(a)(13) of the Social Security Act 42 U.S.C. 666(a)(13), you are required to disclose your Social Security number to the child support agency. It will be used by the State's child support enforcement program to locate individuals for the purposes of establishing paternity, and establishing, modifying, and enforcing support obligations.

If you have never received Families First / Temporary Assistance to Needy Families (TANF) benefits, the State will charge you a \$35 annual fee for providing child support services, but only after collecting at least \$550 for your case in an annual period. To pay this fee, the State will keep the next \$35 in child support that it collects for your case after the initial \$550. Child support services are provided at no cost to families who are receiving, or who have ever received Families First / TANF benefits.

**IMPORTANT NOTICE**

The **MONTHLY NOTICE OF COLLECTIONS** is available at <https://www.tn.gov/humanservices/for-families/child-support-services.html>. This Notice contains important information about the amount of support that was collected and the amount of support that was sent to you on all your cases. An up-to-date Notice is posted each month on the 10th. Only your most recent Notice will be available. If you have difficulty viewing the electronic Notice, need assistance with printing the Notice, or need a paper copy mailed to you, please call Customer Service at 1-800-838-6911 for assistance.

**For Cases That Involve Families First Or Certain Medicaid Benefits**, and that have a court order for child support, the support order will be reviewed at least once every three (3) years by the Department of Human Services and adjusted to the correct guideline amount, if appropriate. However, an adjustment to the support order amount would only be appropriate if a significant variance between the child support guideline amount and the current support order amount is found.

**For Any Child Support Case**, a review of support may be conducted more often than once every 3 years if requested by either parent. However, before a review can begin, the requesting party must provide (a) proof of income and (b) for reviews requested within 2 years of the last review, a description of the circumstances they believe may cause a significant variance in the child support amount. The amount of the support order will only be adjusted if a significant variance is found between the child support guideline amount and the current support order amount.

The Child Support Guidelines are available on the Internet at <https://www.tn.gov/content/dam/tn/human-services/documents/1240-02-04.pdf>. Adobe Reader software is required to view this web page. You can download a free copy of Adobe Reader by going to <https://www.adobe.com/products/acrobat/readstep2.html>.

Sincerely,  
Charles Bryson, Assistant Commissioner, DHS



For additional information,  
Call (615) 313-4748

## Tennessee Prepaid Card issued by Comerica

You have several options to receive your payments: direct deposit to your bank account; direct deposit to your own prepaid account; or this prepaid card. You do not have to accept this prepaid card. Ask about other ways to receive your funds.

Monthly fee	Per purchase	ATM withdrawal	Cash reload
<b>\$0</b>	<b>\$0</b>	<b>\$0</b> in-network <b>\$0.35*</b> out-of-network	<b>N/A</b>

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ATM balance inquiry	\$0.50
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Customer service (automated or live agent)	\$0 or \$0.25*
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Inactivity	\$0
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**We charge 2 other types of fees.** Here are some of them:

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Card replacement fee (regular or expedited delivery)	\$5.00 or 15.00*
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Int'l transaction (excl. ATM withdrawal and balance inquiry fee)	3% of the transaction amount
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\*This fee can be lower depending on how and where this card is used. See separate disclosure for ways to access your funds and balance information for no fee.

**No overdraft/credit feature.**

Your funds are eligible for FDIC insurance.

For general information about prepaid accounts, visit [cfpb.gov/prepaid](http://cfpb.gov/prepaid).

Find details and conditions for all fees and services in the cardholder agreement.

## List of all fees for Tennessee Way2Go Prepaid Card

All Fees	Amount	Details
<b>Get Started</b>		
Card purchase	\$0.00	There is no fee to obtain a Card account.
<b>Spend Money</b>		
Point-of-sale (POS)	\$0.00	There is no fee for POS purchase transactions conducted in the U.S. using your signature or PIN number.
<b>Get Cash</b>		
ATM withdrawal (in-network)	\$0.00	There is no fee for ATM withdrawals conducted at any MoneyPass ATM locations. In-network locations can be found at <a href="http://moneypass.com/atm-locator.html">moneypass.com/atm-locator.html</a> . When using your card at an ATM, the maximum amount that can be withdrawn from your Card account per calendar day is \$500.00.
ATM withdrawal (out-of-network)*	\$0.35	This is our fee. You are allowed two (2) ATM cash withdrawals for no fee each month at out-of-network ATMs. Out-of-network refers to any ATMs not in the MoneyPass ATM Network. You may also be charged a fee by the ATM operator, even if you do not complete a transaction. When using your card at an ATM, the maximum amount that can be withdrawn from your Card account per calendar day is \$500.00.
Teller-assisted cash withdrawal (OTC)	\$0.00	There is no fee for teller-assisted cash withdrawals requests conducted at Mastercard Member Bank or Credit Union teller windows.
<b>Information</b>		
ATM balance inquiry	\$0.50	This is our fee. You will be assessed a fee for each ATM balance inquiry conducted at any ATM location.
Customer service (automated or live agent)*	\$0.25	This is our fee. You are allowed four (4) calls for no fee each month to the automated customer service number. A fee will be assessed for each additional call.
<b>Using your card outside the U.S.</b>		
International conversion fee	3%	Conversion rate is a Mastercard fee for each transaction amount conducted outside of the U.S.
<b>Other</b>		
Bill Pay	\$0.00	There is no fee for online bill payment services; which are available via <a href="http://www.GoProgram.com">www.GoProgram.com</a> website.
Card replacement	\$5.00	This is our fee. A fee will be assessed for each Card replacement request. Standard delivery (7 to 10 calendar days).
Expedited card delivery	\$10.00	If you request your replacement card to be expedited rather than receiving it by regular mail, you will be assessed the expedited card delivery fee, in addition to any applicable card replacement fee. Expedited card delivery can be expected within 3 to 5 calendar days.
Funds transfer via Interactive Voice Response (IVR-phone)	\$0.00	There is no fee for you to transfer funds from your card account to a U.S. bank account owned by you.

\* "No fee" transactions expire at the end of each calendar month if not used.

Your funds are eligible for FDIC insurance and will be held at or transferred to Comerica Bank, an FDIC-insured institution. Once there, your funds are insured up to \$250,000 by the FDIC in the event Comerica Bank fails, if specific deposit insurance requirements are met. See [fdic.gov/deposit/deposits/prepaid.html](http://fdic.gov/deposit/deposits/prepaid.html) for details.

No overdraft/credit feature.

Contact Go Program Customer Service by calling 1-855-462-5888, by mail at P.O. Box 245997, San Antonio, TX 78224-5997 or visit [www.GoProgram.com](http://www.GoProgram.com).

For general information about prepaid accounts, visit [cfpb.gov/prepaid](http://cfpb.gov/prepaid).

If you have a complaint about a prepaid account, call the Consumer Financial Protection Bureau at 1-855-411-2372 or visit [cfpb.gov/complaint](http://cfpb.gov/complaint).