

WELCOME.

Your child support payments will now be available on your new Platinum smiONE™ Visa® Prepaid Card.

Let's get started.

WHAT IS THE smiONE CARD?

The smiONE Card is a reloadable prepaid card that gives you convenient access to your child support payments, along with easy-to-use tools and features.

WHERE CAN I USE MY CARD?

Use your smiONE Card everywhere Visa® debit cards are accepted to:

- Make secure purchases in person or online
- Go contact-free with the "tap to pay" option
- Pay for purchases with your Apple™ Pay, Google™ Pay, or Samsung Pay mobile wallet
- Withdraw cash at an ATM, bank or credit union displaying the Visa®, Interlink®, Plus®, Allpoint®, or Fifth Third Bank® Acceptance Marks (to withdraw cash at the ATM, enter your PIN when prompted and select "checking")

CAN I ADD OTHER FUNDS TO MY CARD?

Absolutely. You can have your paycheck, tax refund, or other government payment direct deposited to your smiONE Card Account. Download a direct deposit form online or on the app and submit it to your payer. You can also use the app to deposit checks with Mobile Check Load, or visit a Visa ReadyLink location to reload your card with cash. A third-party fee may apply; please see your Cardholder Agreement for details.

ARE THERE FEES FOR USING MY CARD?

There are no monthly, inactivity, or customer service fees, and we don't charge for withdrawals at any of Allpoint's 55,000 ATMs or Fifth Third Bank's 2,500 ATMs. Also fee-free: bill pay, standard card replacement, over the counter withdrawals and declined transactions. Please see your Cardholder Agreement for a complete list of fees, including details on third-party ATM operator fees.

HOW DO I CREATE AN ONLINE ACCOUNT?

To manage your account digitally, register your card at smiONEcard.com or on the mobile app. Registration is easy and only takes a few minutes.

WHAT CAN I DO ON THE smiONE MOBILE APP?

Use the app to check your balance, view your transaction history, deposit checks, transfer funds to authorized users, set up alerts, pay bills, and more.

To download the app, visit the Google Play Store or the Apple App Store. Search for the Platinum smiONE app and install it to your mobile device at no charge.

IS THE smiONE CARD SECURE?

The smiONE Card is equipped with advanced chip security technology to help keep you safe from fraud. **You may also be protected from unauthorized transactions with the Visa Zero Liability policy†.**

If your card is lost or stolen, we're here to help 24/7. Please call Customer Service so we can replace your card and minimize any losses.

HOW DO I CHECK MY BALANCE?

To receive daily balance SMS alerts at no cost, **text Alerts to 42627** (standard msg. and data rates may apply). There's also no fee to check your balance from your online account or mobile app, or by calling Customer Service.

CAN I ADD AN AUTHORIZED USER?

Yes, you can add up to five (5) secondary cardholders to your smiONE Card Account online or by calling Customer Service. Please refer to your Cardholder Agreement for details.

24/7 CUSTOMER SUPPORT

Toll-free: 1-855-279-2744
International: 1-614-405-8794
By Mail: P.O. Box 2489
Carrollton, GA 30112

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.

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Tap to Pay

Use the secure contact-free option at participating merchants.



Mobile Check Load

Use the mobile app to safely submit checks for deposit.



Mobile Wallet

Push your card to your mobile wallet and make purchases online and face-to-face.



Cash Reloads

Deposit cash to your account at participating Visa ReadyLink merchants near you.

† You must notify your financial institution immediately of any unauthorized use. For specific restrictions, limitations and other details, please consult your issuer.