

# Conduent Way2Go Paycard for State Employees

## Frequently Asked Questions

**1. What is the Way2Go card?**

The Way2Go card is a MasterCard branded prepaid debit card and your net pay is deposited directly onto the card each pay period.

**2. Do I get any instructions about how to use the Way2Go card?**

Yes, you will receive a welcome kit when you enroll and it will provide you with instructions about how you can use the card online at GoProgram.com. It also gives you the phone numbers to call for customer support, if you need help.

**3. Will my debit card be ready to use once I receive it?**

No, you must activate your card by calling the number on the back of the card and sign your card before you can use it.

**4. How long does it take to receive a Way2Go card once I have been enrolled?**

Cards are personalized and placed in the mail for first-class delivery to employees one business day after receipt of the OST enrollment file. Employees then will receive cards in approximately 7-10 calendar days.

**5. How do I activate my card?**

Before you can use your card, you must call Way2Go Customer Service at 1-844-893-3121 to activate your card and select a 4-digit Personal Identification Number (PIN). You may also visit [www.goprogram.com](http://www.goprogram.com) set up your account and PIN your card.

**6. How do I change my PIN?**

You can change your PIN at any time by calling Way2Go Customer Service at 1-844-893-3121. You may also change your PIN under the services tab once you have set up an account at [www.goprogram.com](http://www.goprogram.com).

**7. What if I enter the wrong PIN or forget my PIN?**

**Do not** try to guess your PIN. For your security, your card may be locked after three incorrect PIN entries. If you forget your PIN, call Way2Go Customer Service at 1-844-893-3121 to select a new PIN.

**8. Are there any fees with the Way2Go card?**

Yes, there is a complete detailed list of all transaction fees that are associated with the Way2Go card that can be found at [www.treasurer.ok.gov](http://www.treasurer.ok.gov). You will also receive a list of transaction fees with your Way2Go card welcome kit.

**9. How do I receive cash from my Way2Go card without a fee?**

You can receive cash from your Way2Go card by any of the following ways:

- a. MoneyPass or Comerica Bank ATM locations without a surcharge fee, ATM website location links can be found at [www.treasurer.ok.gov](http://www.treasurer.ok.gov) .
- b. Cash back with purchases at participating retail locations.
- c. Over the Counter Cash Withdrawal at participating MasterCard Member Banks.

**10. What should I do if I lose or damage my card?**

If your card is lost, stolen or damaged, cardholders must call Way2Go Customer Service at 1-844-893-3121 to report. A new card will be issued and any remaining balance will be transferred to the new card.

**11. What should I do if I lose or damage my card and need immediate access to cash?**

Way2Go card “does not” provide check writing privileges, so you will need to request a new card immediately in order to access your funds.

**12. How can I access my funds without a card?**

If your card has been lost, stolen or damaged, you cannot access your funds without a card.

**13. How quickly can I receive a replacement card?**

You will receive your card in approximately 7-10 calendar days following your request.

**14. Is there a rush option with a fee?**

Yes. Cardholders will be presented with two options for card delivery, standard or expedited delivery. Standard delivery requests are free of charge, requests received prior to midnight will be received by the cardholder in the U.S. mail approximately 7-10 calendar days. Expedited delivery requests will incur a charge of \$15 (the fee will be deducted from your account balance) and will be delivered in approximately 2-5 calendar days and is delivered by United Parcel Services (UPS). Expedited requests cannot be delivered to P.O. Boxes.

**15. How much does it cost to replace a lost card?**

Cards replaced via standard mail are sent to cardholders free of charge. Cards replaced via expedited delivery will incur a charge of \$15 and the fee will be deducted from your account balance.

**16. How long does expedited delivery take?**

Expedited delivery of replacement cards is available usually within 2-5 calendar days and is delivered by United Parcel Services (UPS). Expedited requests cannot be delivered to P.O. Boxes.

**17. Can I transfer my balances from my Key2Prepaid card to the Way2Go card?**

No. Any funds that are left on your Key2Prepaid card cannot be transferred. You will need to spend any remaining balance on your Key2Prepaid card and begin using your Way2Go card.

**18. How are balances transferred from the lost card to a replacement card?**

When a Way2Go card is replaced it will be deactivated and your funds will be transferred to the new card that you have requested. You will not need to do anything.

**19. How do I check my balance without being charged a fee?**

You can check your balance free of charge via one of the following methods:

- a. Online at GoProgram.com
- b. Balance inquiry by using a MoneyPass or Comerica Bank ATM
- c. Call customer service at 1-844-893-3121
- d. Way2Go card mobile app

**20. How can I track my spending?**

You can track your spending in any of the following ways:

- a. Check your balance and get all of your account information online at [www.goprogram.com](http://www.goprogram.com).
- b. Way2Go Card mobile app
- c. Visit [www.goprogram.com](http://www.goprogram.com) to sign up for phone, text or email alerts for deposits, purchases, or changes to your Way2Go card.

**21. Can I overdraw my account?**

Under most circumstances, No. If your activity withdraws more than the amount available in your payroll card account, it will create a negative balance. A card holder can go negative with certain fees, such as expedited delivery fee for a replacement card, but cannot make a purchase or withdrawal for more than the balance on the account.

**22. What if I don't spend all the money that was put on my Way2Go card?**

It carries forward and is added to your next pay deposit.

**23. Where can I use my payroll card?**

- a. Way2Go card can be used anywhere merchants display the MasterCard logo.
- b. ATM Withdrawals surcharge free at MoneyPass and Comerica Bank ATMs.
- c. Over-the-counter Cash Withdrawals (Bank Teller assisted) at MasterCard Member Banks.
- d. PIN or Signature transactions at participating retail locations that accept MasterCard.

**24. Can I use my Payroll Card to make a purchase that is larger than the balance on my card?**

Yes. But you will need to pay the difference by another payment method i.e. cash, check, or another card.

**25. I have \$17.42 cents left on my payroll card account. The ATM only allows me to withdraw money in \$20 increments. How do I get the balance of my money out?** You can make a purchase that is greater than \$17.42, use your card to zero out the account and pay the difference in cash. Or you can receive an Over-the-counter Cash Withdrawal at any MasterCard Member Bank.

**26. What do I do if I am unable to find the information needed at GoProgram.com website?**

You can contact the Customer Service at 1-844-893-3121. Please contact the appropriate State agency regarding amount or effective date of deposits.

**For more details, please refer to the card carrier and the brochure that accompanied your Way2Go card.**

## **PAYROLL CARD WEBSITE ADDRESSES**

### **BANK AND ATM LOCATIONS**

#### **Way2Go ATM Locations**

[www.goprogram.com](http://www.goprogram.com)

#### **MoneyPass ATM**

[www.moneypass.com](http://www.moneypass.com)