

List of all fees for Tennessee Way2Go Card Prepaid Card

All Fees	Amount	Details
Get Started		
Card purchase	\$0.00	There is no fee to obtain a Card account.
Monthly Usage		
Monthly Usage Fee	\$0.00	There is no monthly fee associated with this card.
Spend money		
Point-of-sale (POS)	\$0.00	There is no fee for POS purchase transactions conducted in the U.S. using your signature or Personal Identification Number (PIN) number.
Online Bill Payment	\$0.00	There is no fee for paying bills online via GoProgram.com.
Get Cash		
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 moneypass.com/atm-locator.html . When using your card at an ATM, the maximum amount that can be withdrawn from your Card account per calendar day is \$500.00.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)*	\$0.95	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 When using your card at an ATM, the maximum amount that can be withdrawn from your Card account per calendar day is \$500.00.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.
Information		
ATM balance inquiry (in or out-of-network)	\$0.00	There is no fee to check your balance at any ATM. ATM networks outside of the MoneyPass network may charge a surcharge fee to use their ATM.
Customer service (automated or live agent)	\$0.00	There is no fee for calling the automated customer service number or transferring to a live agent.
Using your card outside the U.S.		
International Transaction fee	0%	There is no additional fee to use your card outside the United States. You may be charged a fee by the ATM operator, even if you do not complete a transaction
Other		
Card replacement	\$5.00	This is our fee. A fee will be assessed for each Card replacement request. Card will be issued within 3 business days of request. Standard delivery may take 7 to 10 calendar days from card replacement request.
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. Card will be issued within 3 business days and delivered the next business day. Expect delivery within 3 to 5 calendar days after request.
Funds transfer via Interactive Voice Response (IVR-phone) or web portal	\$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 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. For general information about prepaid accounts, visit 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.