



CDSS

WILL LIGHTBOURNE
DIRECTOR

STATE OF CALIFORNIA—HEALTH AND HUMAN SERVICES AGENCY
DEPARTMENT OF SOCIAL SERVICES
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EDMUND G. BROWN JR.
GOVERNOR

June 22, 2018

ALL COUNTY INFORMATION NOTICE NO. I-39-18

TO: ALL COUNTY WELFARE DIRECTORS
 ALL COUNTY EBT COORDINATORS
 ALL CALFRESH PROGRAM SPECIALISTS
 ALL CALWORKS PROGRAM COORDINATORS
 ALL CONSORTIA PROJECT MANAGERS
 ALL COUNTY REFUGEE CASH ASSISTANCE (RCA) PROGRAM
 COORDINATORS
 ALL COUNTY CASH ASSISTANCE FOR IMMIGRANTS (CAPI)
 PROGRAM SPECIALISTS

SUBJECT: ELECTRONIC BENEFIT TRANSFER (EBT) SURCHARGE-FREE
 ATM NETWORK

The purpose of this All County Information Notice (ACIN) is to inform county welfare departments (CWDs) about recent updates related to the EBT vendor change from Conduent, Inc. (formerly known as Xerox) to Fidelity Information Services (FIS), specifically regarding new EBT surcharge-free ATMs. During the weekend of June 23 and 24, 2018, this change will occur. Along with the change in system vendor, there will be a change to the network of surcharge-free ATMs available to clients.

A surcharge is a service fee that some banks charge each time cash benefits are withdrawn. In an effort to reduce the amount of these types of fees, the EBT vendor provides clients with a network of statewide surcharge-free ATMs.

Current Surcharge Free Network

Currently there are 86 financial institutions, banks, and other locations which offer surcharge free access to cash benefits loaded onto EBT cards. Fifty-one (51) of these institutions display the MoneyPass logo. An additional 35 financial institutions are surcharge free, but do not display the MoneyPass logo. Attachment 1 shows all 86 surcharge free institutions and notes which of these institutions use the MoneyPass logo.

New Surcharge Free Network

Effective June 25, 2018, the surcharge free network will be comprised of 42 financial institutions, banks, and locations. Attachment 2 lists these 42 institutions. In total, this network represents approximately 7,400 ATMs throughout California, which is an increase of about 2,200 compared to the current surcharge free network.

Transition Period

Although effective June 25, 2018, MoneyPass will not be part of the surcharge free network established by FIS, clients will be held harmless from surcharges incurred at ATMs formerly included in the MoneyPass network. This hold-harmless allowance will be applied to transactions through September 30, 2018. In July, CDSS will work with stakeholders on a mailer which explains to all EBT cash clients how the surcharge free network is changing.

An additional ACIN will be released soon addressing publications, features associated with the new EBT system and the new EBT vendor. If you have any questions regarding any of the information in this ACIN, please contact the EBT Unit at (916) 654-2125 or email cdssebt@dss.ca.gov.

Sincerely,

Original Document Signed By:

TODD BLAND
Deputy Director
Family Engagement and Empowerment Division

Attachments

Surcharge-Free MoneyPass Network ATMs

May 2018

Search for Surcharge-Free ATMs with the MoneyPass ATM locator.

A surcharge is the amount some ATMs charge you each time you withdraw your cash benefits with your EBT card, and this surcharge is taken from your available benefits. Surcharge-free ATMs let you withdraw your cash benefits without being surcharged. On this page, only the ATMs that display the MoneyPass sign are surcharge free. When using these ATMs, look for the MoneyPass sign on the ATM

[MoneyPass ATM Locator](http://www.moneypass.com/atm-locator.aspx)

www.moneypass.com/atm-locator.aspx

1st Valley Credit Union	Green Bank Hanmi
7-Eleven -FCTI	Bank HomeStreet
Alliant Credit Union	Bank Mechanics
American River Bank	Bank
Americas United Bank	Northern Trust Company
Bank of Hope	One United Bank One
Bank of Marin Bank	West Bank
of the Orient	Open Bank
Banner Bank	Opus Bank
Broadway Federal Bank Cathay	Pacific Premier Bank I
Bank	Pacific Valley BankPacific
Central State Credit Union Central	Western Bank
Valley Community Bank Charles	Paramount Group Management
Schwab Bank	Plaza Bank
Chevron Federal Credit Union	Poppy Bank
Chevron Valley Credit Union CIT	Provident Credit Union
Bank N.A.	Redwood Capital Bank
Citizens Business Bank	River Valley Community Bank
Commonwealth Business Bank	Sea Air Federal Credit Union
Community Valley Bank	Spectrum Credit Union Sunwest
East West Bank	Bank
FEDEX Employees Credit Assoc.	Tri Counties Bank
First Northern Bank of Dixon	U.S. Bank (MoneyPass locations)
Gold Country Bank Golden	Western Alliance Bank
Pacific Bank	Yolo Federal Credit Union

Attachment 1

RBSWorldPay (236 MoneyPass Locations) in California

To find the location of a Surcharge Free MoneyPass Network ATM near you visit, www.moneypass.com/atm-locator.aspx.

The USBank locator, (<https://www.usbank.com/usbanklocations/search.jsp>) can also help you find a surcharge-free U.S. Bank ATM.

You'll know it's a surcharge-free U.S. Bank ATM when you see the MoneyPass sign on it. More Surcharge-Free

ATMs

Not on the MoneyPass Network (no MoneyPass sign), but all locations are Surcharge Free.

Alameda County Offices

Alaska USA Federal Credit Union

Alta One Federal Credit Union (NEA-WEA) Banc of California

Bank of Rio Vista Bank of the Sierra Bank of the West Bay Federal Credit Union

Boston Private Bank & Trust

Caltech Employees Federal Credit Union Capital One

Citibank Comerica Bank Exchange Bank

Financial Center Credit

Union First Republic Bank

Fremont Bank NuVision Federal Credit Union

Partners Federal Credit Union

Plumas Bank Priority One Credit Union

Rabobank

Redding Bank of Commerce

Redwood Credit Union

Sacramento Credit Union

Safeway (Cardtronics)

San Diego County Credit

Union SchoolsFirst Financial

Credit Union Sun

Community Federal Credit

Union Torrey Pines Bank

Umpqua Bank

Unify Financial Credit Union

Universal City Studios Credit

Union Von's (Cardtronics)

Xceed Financial Credit Union

California Surcharge Free Networks

Effective June 25, 2018

Actors FCU

Alaska USA FCU

Alta One FCU (NEA-WEA)

America's Christian CU

Banc of California

Bank of America

Bank of Rio Vista

Bank of the Sierra

Bank of the West

Bay Federal Credit Union

Beneficial State Bank

Boston Private Bank & Trust

Caltech Employees Federal Credit Union

Capital One (Café 360)

Cardtronics - Safeway/Vons

Chetco FCU

Citibank

Comerica Bank

Corporate America Family CU

Exchange Bank

Financial Center Credit Union

First Republic Bank

First Tech FCU

Flagstar Bank

Fremont Bank

NuVision FCU

Partners FCU

Plumas Bank

Priority One CU

Rabobank

Redding Bank of Commerce

Redwood Credit Union

Sacramento Credit Union

San Diego County Credit Union

Schools 1st FCU

Sun Community FCU

Torrey Pines Bank

U.S. Bank

Umpqua Bank

Unify FCU

Universal City Studios CU

Xceed Financial Credit Union