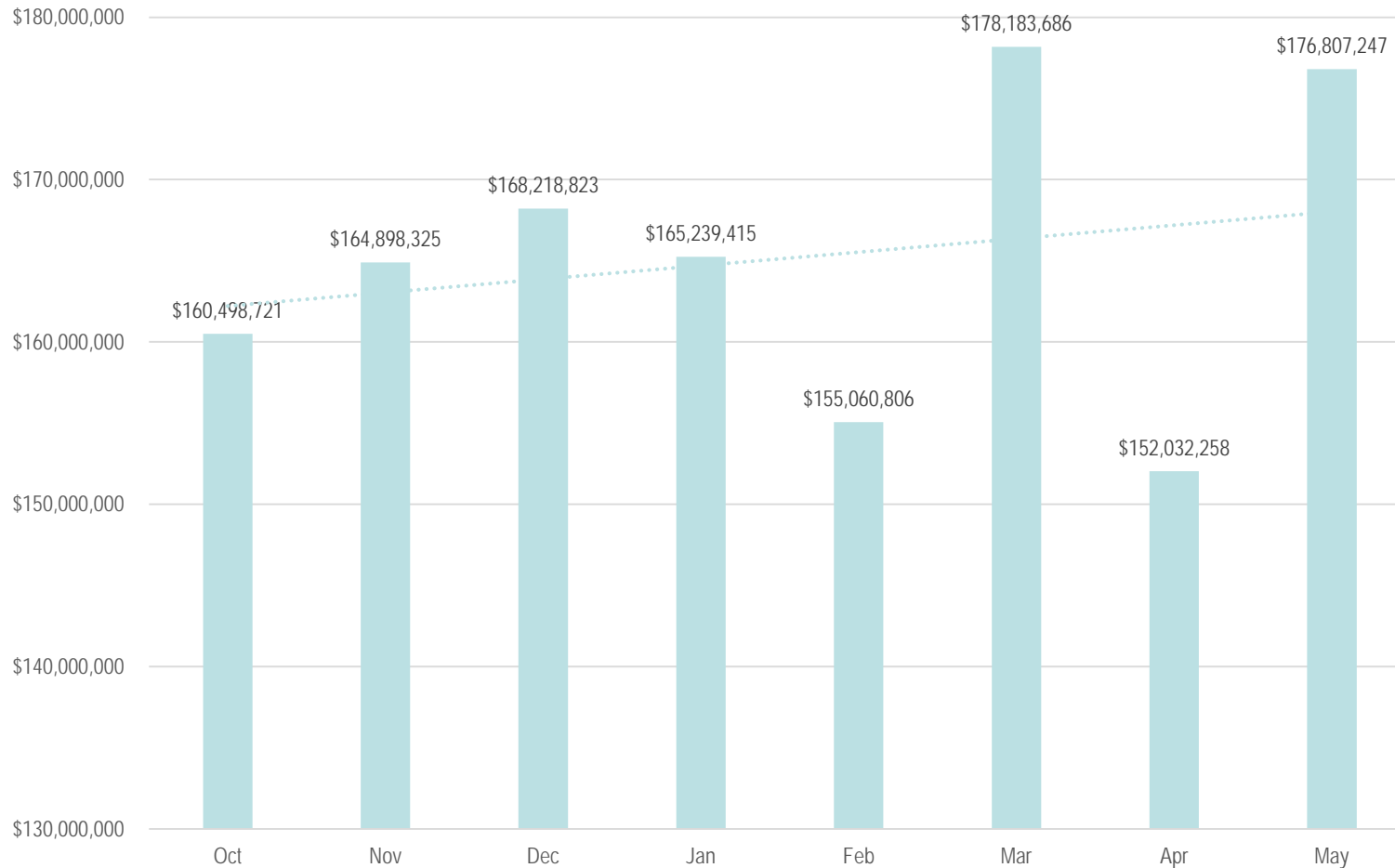




State Disbursement Unit Update

Florida Court Clerks & Comptrollers
2017 Summer Conference

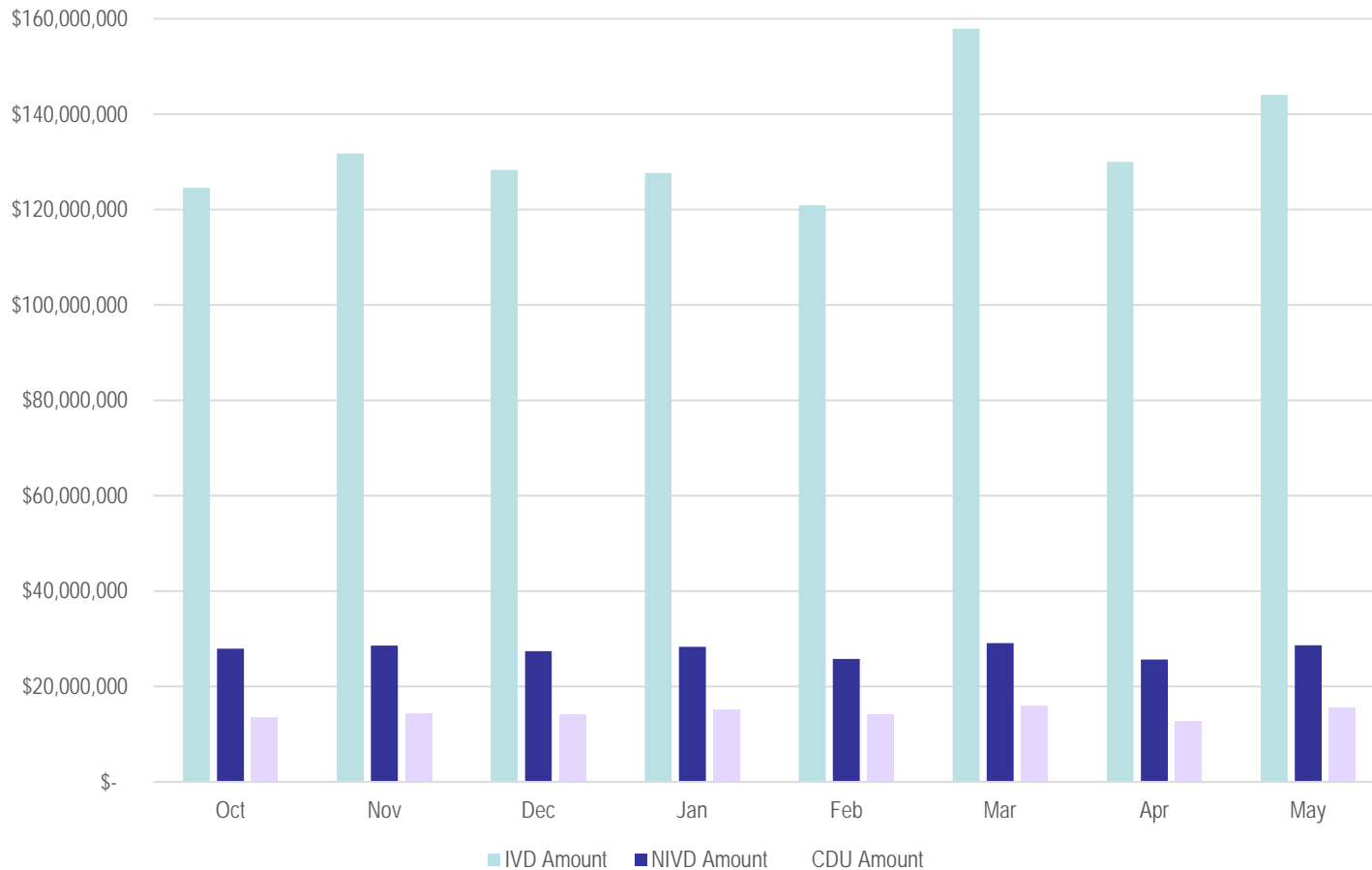
Receipts By Month – October 2016 through May 2017



Percentage Electronic Payments 81.90%



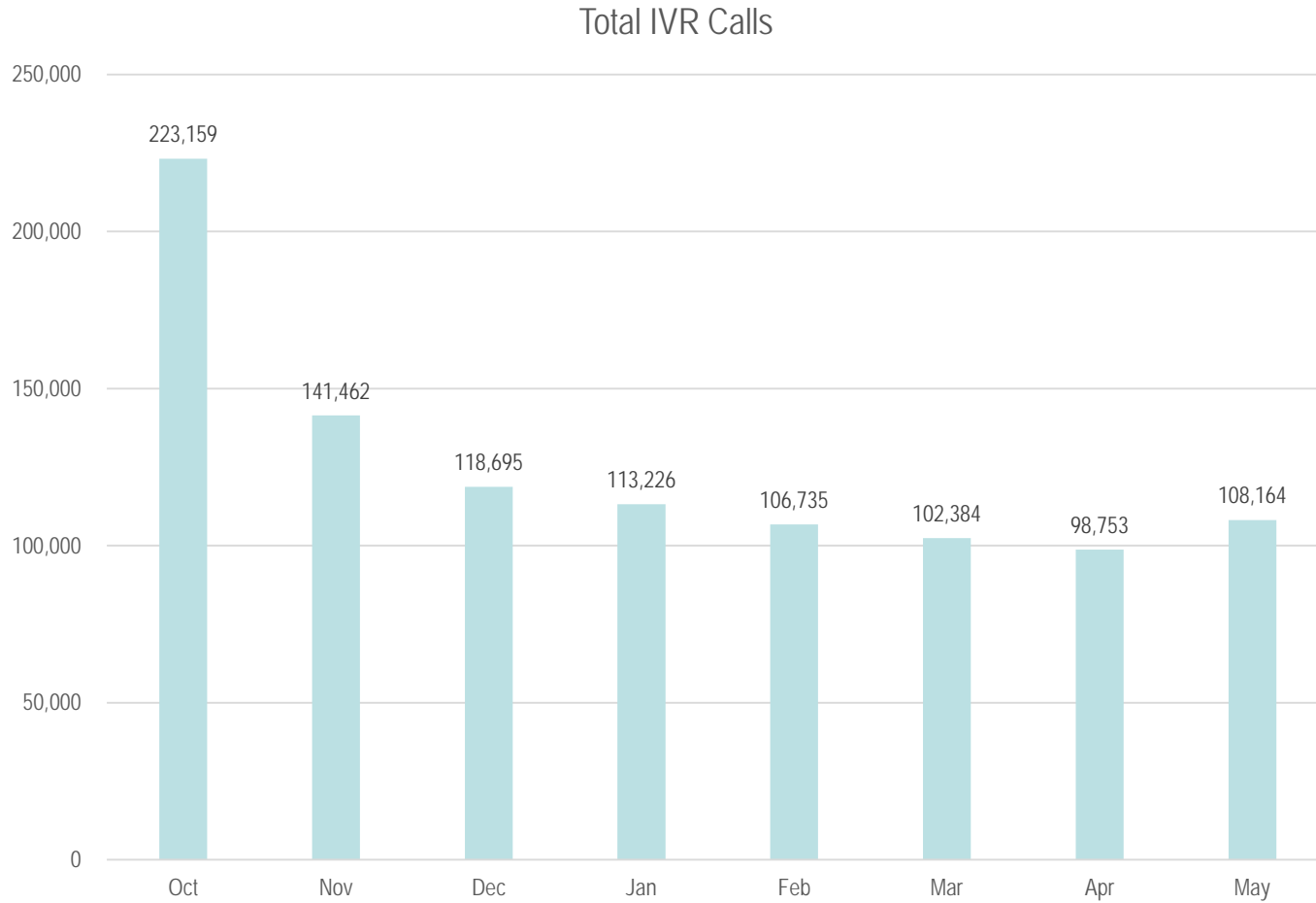
Disbursements by Month – October 2016 thru May 2017



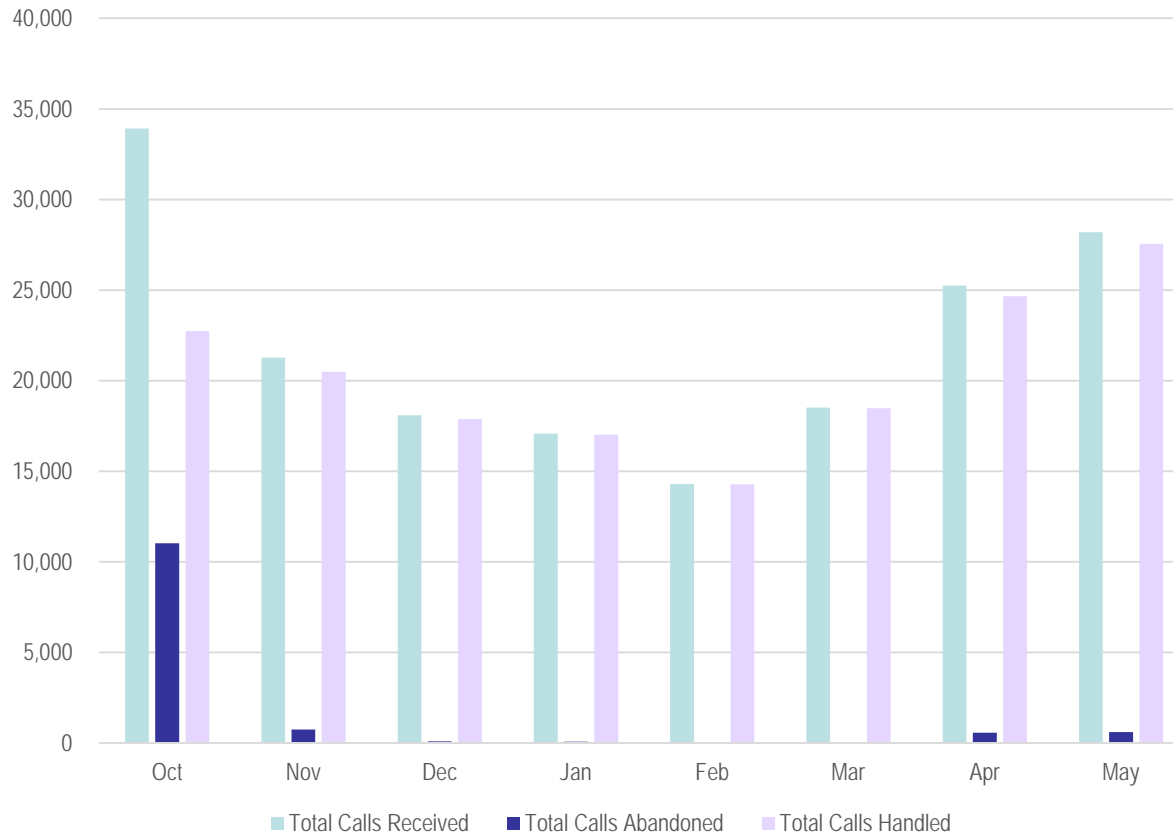
Percentage Electronic Disbursement 91%



Call Center – IVR Calls by Month



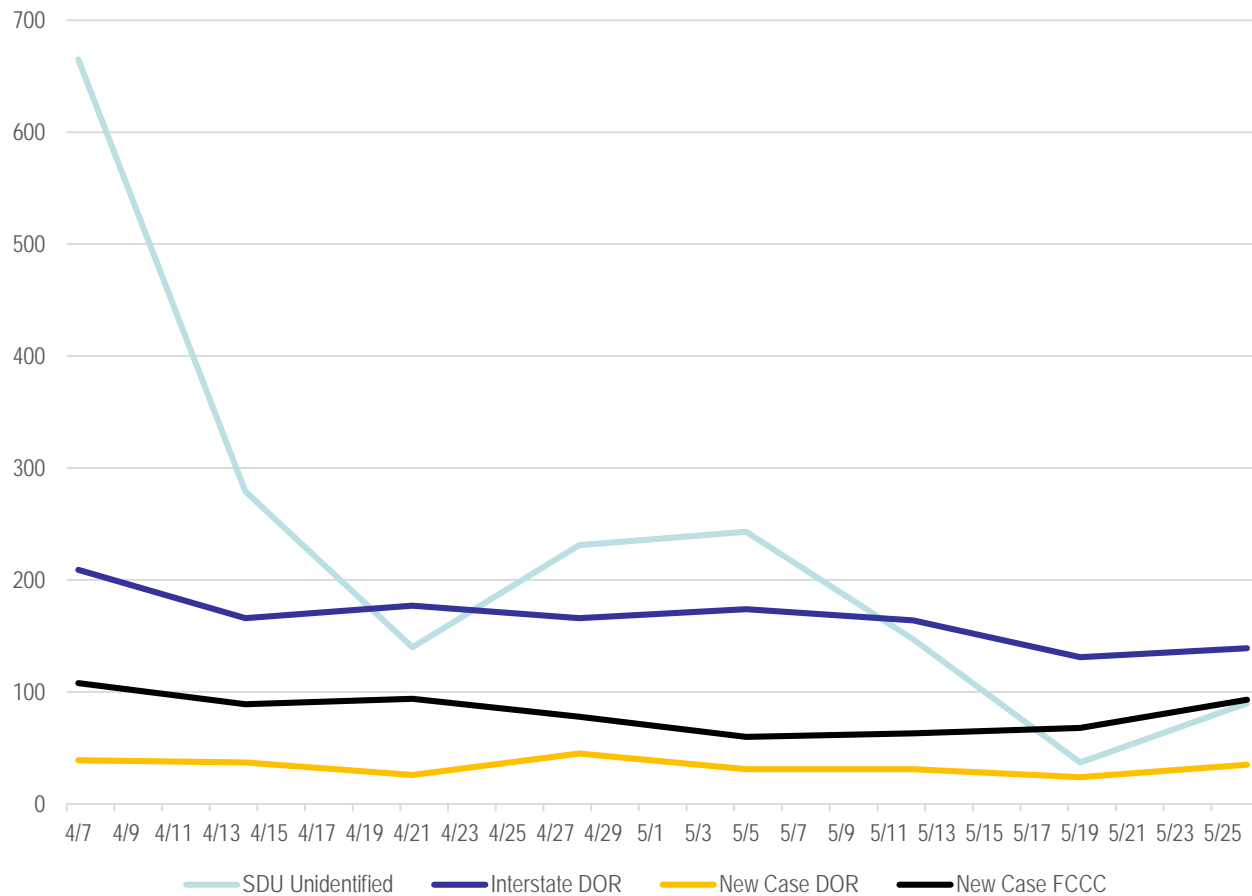
Call Center – CSR Calls Received, Abandoned & Handled



Looking to the future in partnership with FCCC & DOR

- Source of address information will be provided
- Unclaimed property changes for 2017
- Working together to resolve unidentified payments
- Platinum smiONE™ VISA® Prepaid Card rollout for Non IV-D & CDU cases

Unidentified Payments by Week



Florida Platinum smiONE™ VISA® Prepaid Card

- Over 209,750 cards in circulation in Florida
- Over 3.5 million loads totaling over \$500 million
- 15.1 million transactions totaling over \$461 million

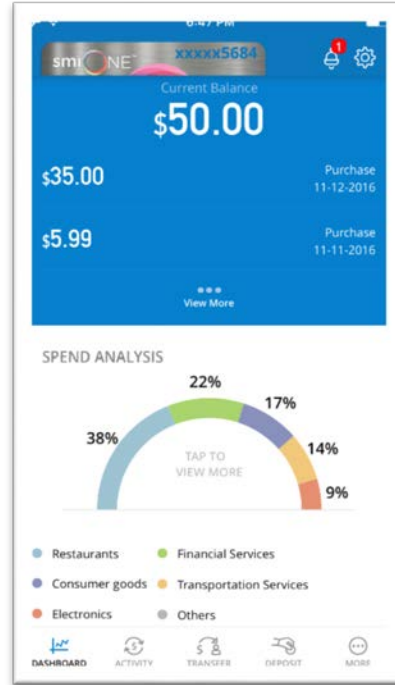
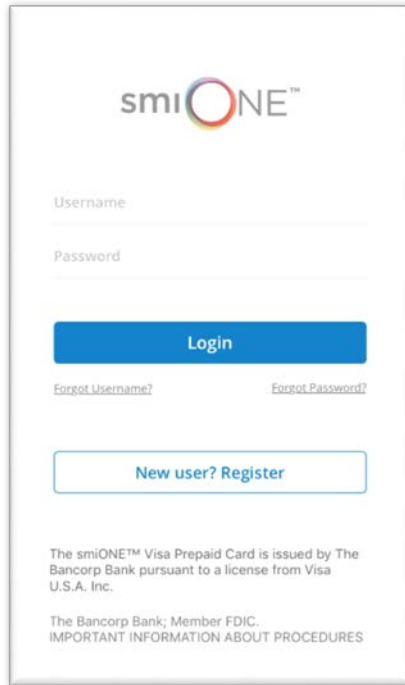
*numbers thru June 2017

Convenient and Easy to Use

- ✓ Chip Enabled
- ✓ Interactive Website
- ✓ Mobile App
- ✓ Text and Email Notifications
- ✓ Deposit Personal Funds
- ✓ IVR
- ✓ Customer Service
- ✓ Online Statements
- ✓ Companion Cards
- ✓ Visa Financial Literacy Programs
- ✓ Outreach Materials
- ✓ Awarded the Best Government Benefit Prepaid Card for 2016



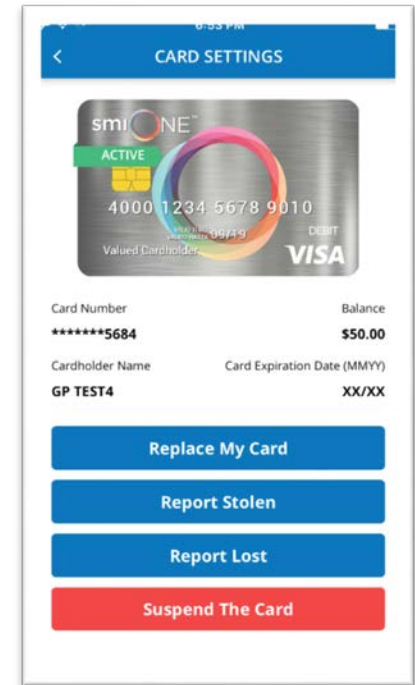
Mobile App



The transaction history screen shows a list of transactions categorized into 'Completed' and 'Pending'. The 'Completed' section includes:

Amount	Merchant	Location	Date
\$12.55	MCDONALD'S F19918	WINTER PARK...	11-01-2016
\$8.24	WAWA 5111	ORLANDO FLUS	11-01-2016
\$7.77	TACO BELL 000400044354	ORLANDO F...	11-01-2016
\$5.32	MCDONALD'S F19918	WINTER PARK F...	10-31-2016
\$15.48	WALGREENS #3131	WINTER PARK...	10-31-2016
\$8.49	MCDONALD'S M6083	ORLANDO FL...	10-31-2016

The 'Pending' section is currently empty. The bottom navigation bar is the same as the home screen.



- Easy Sign-On
- Track Spending
- View Transactions
- Replace Card



Outreach Materials

- Cardholders will receive a welcome packet with their new Platinum smiONE™ card. The welcome packet includes the card carrier, a brochure, terms-of-use and a fee schedule. The welcome packet also includes a Spanish version. Included are instructions on how to contact customer service and activate their card.



Outreach Materials

Activate your NEW Platinum smiONE Visa® Prepaid Card!

You are receiving a NEW smiONE Visa® Prepaid Card with **enhanced security upgrades**. Your new Platinum smiONE Visa Prepaid Card will replace the white smiONE Visa Prepaid Card that you may have previously received.

Activate your new Platinum smiONE Visa Prepaid Card immediately to prevent any interruption of service. The white smiONE Visa Prepaid Card will no longer be active for transactions after January 15, 2017.






- 1) Activate**
Activate your new Platinum smiONE Visa Prepaid Card immediately. Activate your new card by calling the activation number listed on your card or by visiting the website at www.smionecard.com.
- 2) Enhanced Security Upgrades**
The Platinum smiONE Visa Prepaid Card includes enhanced security features to further prevent fraud. smiONE is dedicated to providing the highest level of security to our cardholders. To remember to protect your PIN and login credentials to prevent unauthorized transactions, for more tips on preventing fraud, visit www.visa.com/phishing.
- 3) EMV Chip Technology**
The Platinum smiONE Visa Prepaid Card is equipped with chip technology.

We want you to know...
The white smiONE Visa Prepaid Card will close prior to the expiration date printed on the front of the card. It will no longer be active to use after January 15, 2017. The funds on the white smiONE Visa Prepaid Card will remain available on the Platinum smiONE Visa Prepaid Card. To avoid any card service interruption, activate your new Platinum smiONE Visa Prepaid Card today.

smiONE™ We take care of your wallet, so you can care for what matters.
Visit us online at smionecard.com or call the number on the back of your card to speak to a representative.

smiONE™ Visa Prepaid Card



smiONE Card Services, LLC
P.O. Box 2489
Carrollton, GA 30112

PRSR7 STD
U.S. POSTAGE
PAID
MSI

Call the number on the activation sticker to activate your card today!

The Platinum smiONE Visa Prepaid Card is issued by The Bancorp Bank pursuant to a license from Visa U.S.A. Inc. and may be used everywhere Visa debit cards are accepted. The Bancorp Bank, Member FDIC.

smiONE™

October 31, 2016

Dear Valued Cardholder,

We are excited to provide to you the NEW Platinum smiONE Visa® Prepaid Card with **enhanced security upgrades** in this card package. This new card for your Florida child support payments will replace the white smiONE Visa Prepaid Card that you may have previously received.

*Activate your Platinum smiONE Visa Prepaid Card **immediately** to prevent any interruption of service.*

On January 15, 2017, you will no longer be able to use your white smiONE Visa Prepaid Card for transactions.

The funds in your account will immediately be available on your Platinum smiONE Visa Prepaid Card.



We want you to know...
The white smiONE Visa Prepaid Card will close prior to the expiration date printed on the front of the card. It will no longer be available to use after January 15, 2017. To avoid any card service interruption, activate your new Platinum smiONE Visa Prepaid Card today.





- 1) Activate**
Activate your new Platinum smiONE Visa Prepaid Card immediately. Activate your new card by calling the activation number listed on your card or by visiting the website at www.smionecard.com.
- 2) Enhanced Security Upgrades**
The Platinum smiONE Visa Prepaid Card includes enhanced security features to further prevent fraud. smiONE is dedicated to providing the highest level of security to our cardholders. Remember to protect your PIN and login credentials to prevent unauthorized transactions. For more tips on preventing fraud, visit www.visa.com/phishing.
- 3) Chip Technology**
The Platinum smiONE Visa Prepaid Card is equipped with chip technology. Chip Technology is easy to use:
 1. Insert the chip end of your card into the terminal (instead of swiping).
 2. Keep your card in the terminal to complete your purchase until the terminal prompts you to remove the card.
 3. Don't forget to take your card with you when you leave.

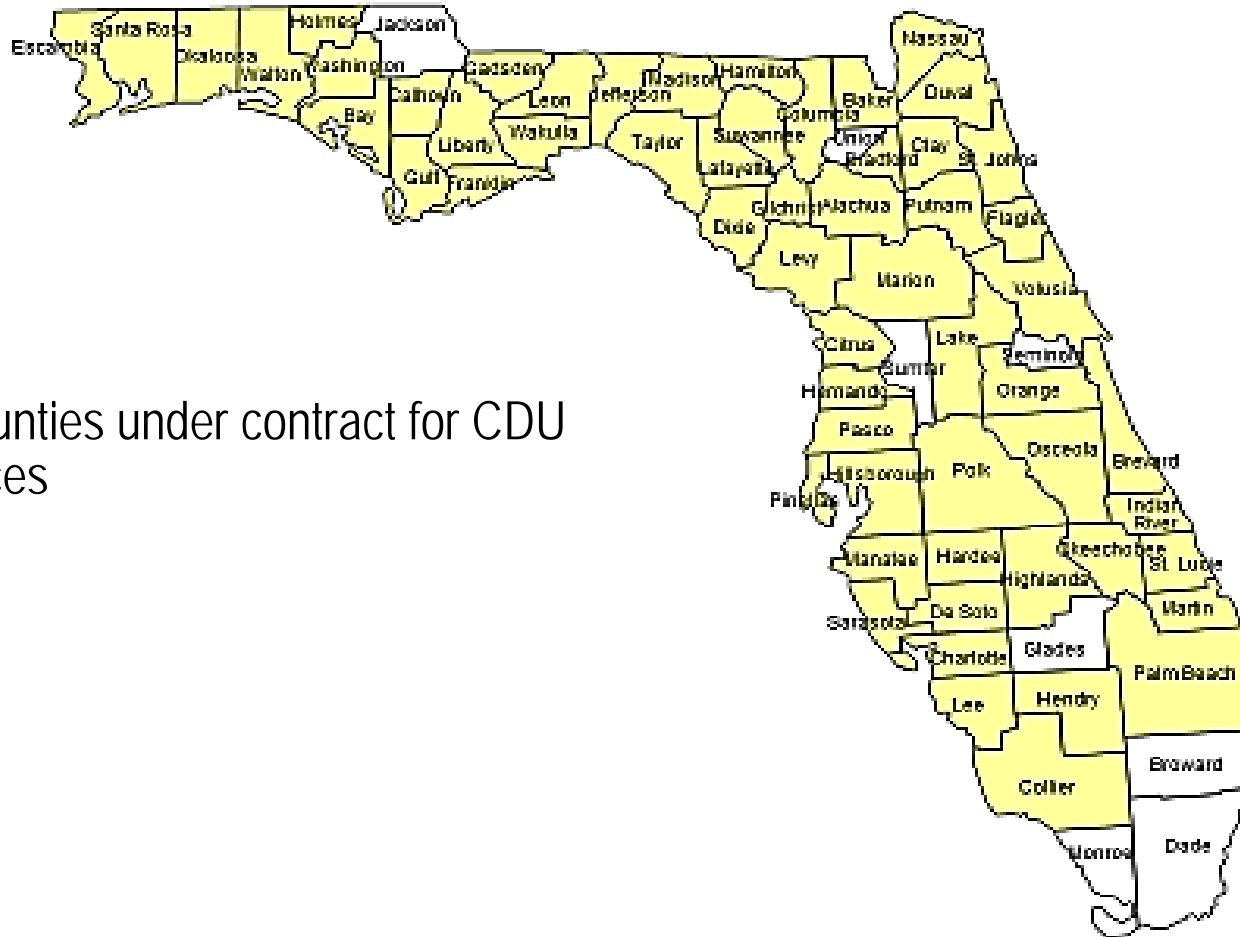
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Platinum smiONE™ Visa Prepaid Card Rollout for Non IVD & CDU

- Step 1: Individuals who receive a disbursement check are identified to be converted to the smiONE™ Card.
- Step 2: Outreach letter is sent advising they will receive an smiONE™ Card and that future disbursements will be on the smiONE™ Card.
- Step 3: The individual is enrolled in for the smiONE™ Card the same day the letter is generated. The card is received within 5 to 7 days.
- Step 4: Cardholder activates their Platinum smiONE™ Visa Prepaid Card

Counties Currently Under Contract and Cases Eligible for Debit Cards



- 59 counties under contract for CDU Services

Payments Returned to Clerks of Court

- Payment is received on a case where DOR is no longer involved, but a case type discrepancy exists between DOR and the Clerk's office
- DOR has no information on the CAMS system and no ability to process the payment
- Payment is returned to the Clerk and the local office communicates the need for case type change
- DOR procedures are under review to ensure payments are returned only when necessary

Partnership with FCCC Resolution Team

Key Roles and Responsibilities

- Escalated Customer Service
 - Coordination of the Pending Receipt of Order Process
 - Monies in Process Resolution
 - Clerk of Court Receipt Corrections
 - Misdirected Mail Processing
-
- Focus on work plan this summer to improve communication and procedures to positively impact payment processing and reduce the time and volume of payments on hold



Questions?

Contact Information

- DOR
 - Tom Mato Thomas.Mato@floridarevenue.com
 - Emily Carson Emily.Carson@floridarevenue.com
- SMI
 - Joe Stone Joe.Stone@smimail.net
 - Lou Hall Lou.Hall@smimail.net