TANF CLIENT FEE NOTIFICATION LETTER
IMPORTANT INFORMATION ABOUT STORE FEES AND YOUR LONE STAR CARD

You're almost ready to use your Lone Star card - you have your Lone Star Card, your Personal Identification Number (PIN) and your training materials. Check the Benefit Issuance Schedule to find out when your benefits will be in your account. Before using your Lone Star card, you need to know that:

Some stores may charge you a fee when you use your Lone Star card to get cash from your cash account.

Questions & Answers

Q: What kind of stores can charge fees?

A: Stores that allow you to make cash only withdrawals may choose to charge fees.

Q: Can stores charge me a fee for every transaction I make with my Lone Star card?

A: No. The chart below shows when stores may charge a fee.

Food stamp purchase	No fee
Cash account purchase	No fee
Cash account withdrawal with purchase	No fee
Cash only withdrawal under $50	No fee
First 2 cash only withdrawals of $50 or more per case account per calendar month	No fee
Third and each additional cash only withdrawal of $50 or more that month	Fee up to 50¢, if store chooses to charge

Q: Will I be charged for every cash withdrawal?

A: No. There is never a fee for a cash only withdrawal under $50.00, or the first two cash only withdrawals of $50.00 or more per case account per month. The Lone Star system keeps track of how many times you withdraw cash from your cash account. After your first two cash only withdrawals of $50.00 or more in a calendar month, you may be charged a fee to get cash from your cash account.

Q: Can I get cash for free when I make a purchase?

A: Stores that allow you to make cash withdrawals will give you cash without charging you when you also make a purchase with your cash account.

Q: How much will I be charged to get cash from my cash account?

A: After the second cash only withdrawal of $50.00 or more, a store may choose to charge a fee of up to $.50 for each additional cash only withdrawal of $50.00 or more. The store subtracts the fee from the cash you receive.

Q: How will I know if a store charges a fee?

A: To find out if the store charges a fee, check with the store manager or the customer service center before you go shopping. Some stores have decided not to charge fees. When you make a cash withdrawal, the clerk will let you know if you are being charged.

Figure A

A "T" lets you know that the transaction counts as one of the two "free" cash withdrawals that month.

JOE'S GROCERY
123 MAIN ST.
AUSTIN, TX 78702

TERMINAL I.D.: 12345678
MERCHANT #: 0123456789
TEXAS CSH: 0001
**********0904
EBT
CASH BENEFIT EXP.: 12/99
BATCH: 000001 INVOICE: 123456
DATE: AUG 24, 00 TIME: 09:51
RRN: 01234567890 AUTH NO: **T12345**

CASH BACK $50.00

TOTAL $50.00
FOOD BAL = $200.00
CASH BAL = $111.00

OK TO
DISPENSE AMOUNT

JOE'S GROCERY
123 MAIN ST.
AUSTIN, TX 78702

TERMINAL I.D.: 12345678
MERCHANT #: 0123456789
TEXAS CSH: 0001
**********0904
EBT
CASH BENEFIT EXP.: 12/99
BATCH: 000001 INVOICE: 123456
DATE: AUG 24, 00 TIME: 09:51
RRN: 01234567890 AUTH NO: **C12345**

CASH BACK $50.00

TOTAL $50.00
FOOD BAL = $200.00
CASH BAL = $100.00

OK TO
DISPENSE AMOUNT

Figure B

A "C" lets you know that the store may charge you a fee for getting cash from your account.

If the receipt shows…	Then…
a six-digit authorization number,	there is no fee.
a "T" before the authorization number,	the transaction counts as one of the two "free" withdrawals that month. See Figure A.
a "C" before the authorization number,	the store may choose to charge a fee. See Figure B.

Q: If a store charges a fee, how much will it be?

A: You can find out if a store charges a fee for cash withdrawals and how much that fee is by checking with the store manager or the customer service center. Stores that choose to charge fees may charge up to $.50 for the third and each additional cash only withdrawal of $50.00 or more in a month. **Save your receipts to keep track of how many cash withdrawals you've made each month.**

If you have problems or questions, please call the Help Desk at 1-800-777-7**EBT** (1-800-777-7328). For Hearing-Impaired, call the Help Desk at 1-877-765-3458 (TDD) or Relay Texas at 1-800-735-2989 (TTY).