

# FACTSHEET



- Direct Express® Debit Mastercard® was created in 2008 to meet the requirements of a mandate to provide electronic payments to federal government beneficiaries.
- The number of banked cardholders has increased since the rule, requiring federal benefit payments be received electronically from 18% in 2014 to 30% in 2020.
- Over time, Direct Express® has expanded and is the largest government prepaid card program for federal benefits recipients.
- Distributing benefits electronically saves the government money. While the government still has some costs associated with disbursing funds using the Direct Express® card, the program saves the government (and taxpayers) millions of dollars every year.
- Eight government agencies and 25 benefits programs use Direct Express®, including the Social Security Administration and the Department of Veterans Affairs.
- The Direct Express® card has the same consumer protections for fraud, loss and errors that are provided to traditional bank account holders under the Consumer Financial Protection Bureau's Regulation E.
- Direct Express® was used to distribute Economic Impact Payments related to COVID-19 and the Advance Child Tax Credits offered in 2020 and 2021.
- Direct Express® is supported by a dedicated and knowledgeable customer service team to provide support 24/7—helping beneficiaries keep track of their spending and balances, confirming benefit deposits, explaining the features of their card and answering their questions.
- Currently, 5.1 million people have registered a Direct Express® card to receive payments from the government.
- The Direct Express® mobile app provides cardholders with an easy way to manage their card, EMV fraud protection technology, and financial education resources.
- Direct Express® has cardholders in all 50 states, the District of Columbia and in major territories such as Puerto Rico.