

California Middle Class Tax Refund

Monthly as of 04/08/2024

Payments distributed to date:

Method	Volume	Value
Direct Deposits	7.2 million	\$4,000,000,000
Debit Cards	9.6 million	\$5,200,000,000
Total	16.8 million	\$9,200,000,000

Of the 9.6 million debit cards issued:

- 90% have been **activated** for a total value of \$4.7 billion.
- 3.5% have been converted to paper checks and additional accounts are pending updated address information.
- 46% have a **zero balance** and used \$2.18 billion.

MCTR Contact Center statistics

Automated Frequently Asked Questions 800-542-9332

Period	Number of Calls	Self Service Contacts	Self Service Rate
Monthly 03/2024	6,000	6,000	100%
Program to date	2,562,000	2,004,000	78%

As of 4/21/2023, the Frequently Asked Questions line will only assist contacts through automated responses. Therefore, the self-service rate will show 100% moving forward.

Debit card activation and replacement, lost or stolen card 800-240-0223

Period	Number of Calls	Self Service Contacts	Self Service Rate
Monthly 03/2024	440,000	378,000	86%
Program to date	28,284,000	26,415,000	93%

The final monthly update was issued 04/08/2024.