

California Middle Class Tax Refund

Week ending 05/06/2023

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
	16.8 million	\$9,200,000,000

Of the 9.6 million debit cards issued:

- 85% have been **activated** for a total value of \$4.49 billion.
- 36% have a **zero balance** and used \$1.89 billion.

MCTR Contact center stats Week Ending 05/06/2023

Automated Frequently Asked Questions 800-542-9332

	Number of Calls	Self Service Contacts	Self Service Rate
Week ending 05/06	23,000	23,000	100%
Program to date	2,284,000	1,725,000	76%

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

	Number of Calls	Self Service Contacts	Self Service Rate
Week ending 05/06	254,000	230,000	91%
Program to date	23,419,000	22,141,000	95%