

## California Middle Class Tax Refund

Week ending 03/04/2023

### 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
	<b>16.8 million</b>	<b>\$9,200,000,000</b>

### Of the 9.6 million debit cards issued:

- 82% have been **activated** for a total value of \$4.25 billion.
- 31% have a **zero balance** and used \$1.6 billion.

### MCTR Contact center stats Week Ending 03/04/2023

#### Frequently Asked Questions 800-542-9332

	Number of Calls	Self Service Contacts	Self Service Rate
Week ending 03/04	67,000	51,000	76%
<b>Program to date</b>	<b>1,865,000</b>	<b>1,390,000</b>	<b>75%</b>

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

	Number of Calls	Self Service Contacts	Self Service Rate
Week ending 03/04	377,000	349,000	93%
<b>Program to date</b>	<b>19,962,000</b>	<b>19,335,000</b>	<b>97%</b>