

# NOTICE

If you receive support payments via the

## *Ohio* e-QuickPay® Debit MasterCard

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**Please make sure your address is current with your local CSEA**

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### **Questions and Answers regarding 'Expiring' Ohio e-QuickPay Debit Cards:**

**Where do I find my card's expiration date?** Ohio e-QuickPay debit cards contain a "Valid Thru" date located on the front of the card listed just above your name. This is your card's date of expiration.

**When will my card expire?** The "Valid Thru" date lists the month and year your card will expire. Your card will be valid thru the last day of that month. (Example: "Valid Thru 06/07" means your card will be valid thru June 30, 2007)

**Why does my card have an expiration date?** Debit cards contain a magnetic stripe that over time can become worn, as can the card itself through regular usage. Ohio e-QuickPay debit cards have an expiration date of three years in order to keep your card in good working condition.

**What happens after the "Valid Thru" (expiration) date?** The expired card will not be accepted at financial institutions, ATMs, or merchants after this date. (It will only be accepted thru the last day of the month of your valid thru date.)

**Do I have to request a replacement?** No, Ohio e-QuickPay customer service will automatically mail you a new card to replace the one that is expiring. If you have moved please make sure your address is current with your local CSEA as the card cannot be forwarded.

**Will I be charged for the expiring card's replacement?** No.

**When will the replacement of my expiring card arrive?** You should receive your renewal card around the first part of the month the card is due to expire. If you have not received it by the 20th day of that month please contact Ohio e-QuickPay customer service at 1-800-503-1283.

**What should I do when my renewal card arrives?** You will need to select a PIN for your renewal card in order to activate it. Follow the instructions enclosed with the card. The 'expiring' card will no longer be usable once the renewal card is activated.

**Can I keep the same PIN?** Yes, the same PIN can be used. You must still activate the renewal card by following the enclosed instructions provided with the renewal card.

**Will my renewal card have the same card number (PAN)?** No, the renewal card will have a different card number (PAN).

**What happens to funds on my expiring card?** Your support payments are maintained in an account and are not tied to a specific card. Any remaining funds that you accessed with your expiring Ohio e-QuickPay debit card may automatically be accessed with your renewal card.