



HOW TO ACTIVATE YOUR CARD

Before you can use your card, you must activate it and select a 4-digit Personal Identification Number (PIN).

This guide provides information about using your Ohio Direction Card.

For easy access to your balance, transaction history and other information, visit www.ucard.chase.com

1. GO ONLINE

- Log on to www.ucard.chase.com by entering your 16-digit card number
- If you do not have Internet access, call the Customer Service phone number on the back of your card



2. SELECT A PIN

- You must select a 4-digit PIN for your card
- Choose a 4-digit number that is easy for you to remember but hard for others to guess



3. SIGN THE BACK

- Be sure to sign the back of your card
- You will not be able to use your card at stores if you do not sign the back



HOW TO USE YOUR CARD

You can use your card to buy food wherever you see the Ohio Direction Card sign.

BUYING GROCERIES

- Select "EBT" on the merchant's terminal and enter your 4-digit PIN
- Your receipt will show your account balance, the date, merchant name, location, transaction type and amount
- There are no minimum dollar amounts per transaction and no maximum limit on the number of transactions



MANUAL TRANSACTIONS

- If the store's terminal is not working, you can still use your Food Assistance Program benefits to buy food
- The cashier will total your groceries and fill out a form
- Sign the form and keep a copy as your receipt



USING YOUR BENEFITS ILLEGALLY

- Intentional misuse or selling of your card and/or benefits is a federal crime
- You could be disqualified from the benefit program and may be prosecuted if you sell or use your card for illegal purposes



FREQUENTLY ASKED QUESTIONS

What are Deposit Notification Alerts?

With Deposit Notification Alerts, you can get an automatic text, email or phone message whenever funds are added to your Ohio Direction Card account. In addition to providing the specific deposit amount and date, this alert will also include your available account balance. To sign up for Deposit Notification Alerts, log on to www.ucard.chase.com or call Customer Service.

What if there is an incorrect transaction on my account?

When a retailer is paid either too much or too little from your Ohio Direction Card account due to a computer system problem, a correction may be made to your balance. This correction could impact your current or next month's balance. You will be mailed an EBT adjustment notice of the correction if it reduces your balance. If you do not feel that the correction is accurate, you may call Customer Service to request a fair hearing. If you notice an incorrect transaction on your account, call Customer Service.

What happens if I don't use all my benefits?

Your balance at the end of the month is carried over to the next month. You should access your account on a regular basis. Do not go for long periods of time without using your account. Food Assistance Program benefits that have not been accessed for 365 days will be removed from your account.

Where should I go for help with my card or account?

Help with your Ohio Direction Card or account is available online or by phone 24 hours a day, 7 days a week.

Online: www.ucard.chase.com

- Activate your card and select your PIN
- Check your balance and transactions
- Report your card lost, stolen or damaged
- Change your PIN
- See if benefits have been added to your account

Customer Service: **1-866-386-3071**

- Activate your card and select your PIN
- Check your balance and transactions
- Report your card lost, stolen or damaged
- Change your PIN
- Ask questions or report problems about your card
- Report unauthorized use of your card

Call your County Department of Job and Family Services:

- Ask questions or report problems about your benefits
- Report an address change
- Set up an Authorized Representative who could use your card to shop for you

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HOW TO MANAGE YOUR BENEFITS

It's important to know when you receive your benefits and how much you have on your card.

BENEFIT ISSUANCE

- Your benefits are deposited to your card on the same day every month
- If you are unsure about your issuance date, ask your County Department of Job and Family Services
- Unused benefits are carried over to the next month



KNOW YOUR BALANCE

- Log on to www.ucard.chase.com, or
- Sign up for Deposit Notification Alerts (see *Frequently Asked Questions*), or
- Check your last receipt, or
- Call Customer Service



NO FEES

- There are never any fees for using your card to buy food



HOW TO KEEP YOUR CARD AND PIN SAFE

Your card and PIN are the keys to getting your benefits. If someone gets your card and knows your PIN, they could use all your benefits — **and those benefits will not be replaced.**

CARD CARE

- Keep your card in a safe place, like your wallet or purse
- Keep your card clean
- Keep your card away from magnets and electronics
- Do not leave your card in direct sunlight



PIN SAFETY

- Do not write your PIN on your card or on anything you keep with your card
- NEVER tell your PIN to anyone
- Do not try to guess your PIN; if you enter it wrong three times, your card may be locked until the next day
- If your card is locked, call Customer Service to select a new PIN and unlock your card



CARD/PIN REPLACEMENT

- If your card is lost, stolen or damaged log on to www.ucard.chase.com (or call Customer Service) to order a new card
- If you forget your PIN or want to change it, log on to www.ucard.chase.com (or call Customer Service) to select a new PIN

