

Ohio Direction Card

A safe and easy way to use your SNAP benefits, also known as food assistance.

ACTIVATE YOUR NEW CARD IMMEDIATELY

Before using your new Ohio Direction Card, you must call Customer Service at **1-866-386-3071** to select your new Personal Identification Number (PIN) and activate your card.

What you will need:

- ✓ 16-digit number from the front of your card
- ✓ Your Social Security number
- ✓ Date of birth

 **YOU MUST SELECT A 4-DIGIT PIN TO USE YOUR CARD.**

Ohio
Direction Card



CUSTOMER SERVICE: 1-866-386-3071

Call 24 Hours a Day / 7 Days a Week if:

- Your card is lost or stolen.
- Your card is being used by someone else without your approval.
- Your card does not work.
- You need to know your SNAP balance and you cannot find your last store receipt.
- You have questions about using your card.

Do Not Throw This Card Away!

Your benefits will be added to your card account for each month you are eligible to receive SNAP benefits.

HOW TO USE YOUR CARD

- ✓ Sign the back of your card
- ✓ Call **1-866-386-3071** to activate and select your 4-digit PIN
- ✓ Select a PIN that is easy to remember
- ✓ Memorize your PIN
- ✓ **DO NOT** write your PIN on the card or anything you carry with you
- ✓ If you forget your PIN, call **1-866-386-3071** and select a new PIN

Buying, selling, or otherwise misusing SNAP benefits is a federal crime. To report suspected abuse, visit www.usda.gov/oig/hotline.htm or call 1-800-424-9121.

Ohio

Direction Card

Ohio Electronic Benefit Transfer (EBT)



A safe and easy way to use your SNAP benefits, also known as food assistance.



CUSTOMER SERVICE: 1-866-386-3071

Call 24 Hours a Day / 7 Days a Week
www.ebt.acs-inc.com

Welcome to the Ohio SNAP Program!



How will you receive your SNAP benefits?

Your SNAP benefits will be made available to you on the Ohio Direction Card. Your Ohio Direction Card is a debit card. This means you cannot use more benefits than you are eligible to receive. Your SNAP benefits are deposited into your Electronic Benefit Transfer (EBT) account for each month that you are eligible. You can access your benefits at almost all grocery stores by using your Ohio Direction Card and your secret 4-digit PIN.

Before using your new Ohio Direction Card, please read this booklet closely. The information is designed to help answer any questions you have about your new Ohio Direction Card.

OBTAINING BENEFITS

How do I obtain my benefits?

Your SNAP benefits are automatically deposited in your Ohio Direction Card account on the same day each month. You will need to check with your county department of job and family services to find out which day you receive your benefits.

If the day you receive your benefits happens to fall on a weekend or holiday, your benefits are still available on that day.

There is no minimum dollar amount per SNAP transaction and no limit on the number of SNAP transactions that you can make, as long as you have funds in your account.

Use the same card every month. **DO NOT throw your card away.** You can use only the amount of benefits you are eligible to receive. If you try to spend more than you have available in your account, the transaction will be denied. If this happens, you can put some items back or pay the difference with another form of payment. If you do not use all of your SNAP benefits during the month, they stay in your account and can be used during the next month. Benefits not used within 365 days will be removed from your account and cannot be replaced.

OHIO DIRECTION CARD

How can I use my Ohio Direction Card to shop?

You can use your Ohio Direction Card at all grocery stores that display the Ohio Direction Card sign, shown below.



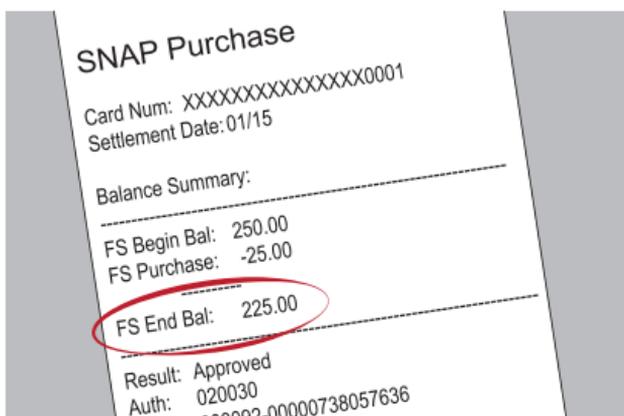
If you make a purchase in a different state, look for the Quest® logo.



Most grocery stores in Ohio accept the Ohio Direction Card. If you are not sure, check with the store clerk or the customer service desk.

NOTE: Not all stores use the same type of EBT equipment. Follow the cashier's directions on the screen.

- You or the cashier swipes your Ohio Direction Card through the Point-of-Sale (POS) machine. Once your card has been swiped through the POS machine, select **EBT** from the POS screen to continue.
- Then you must enter your secret 4-digit Personal Identification Number (PIN) on the machine's PIN pad. **Never tell the cashier or anyone else your secret PIN. Never ask the cashier to enter your PIN for you.** If you forgot your PIN, call **1-866-386-3071** to select a new PIN.
- The machine prints a receipt stating the date, merchant's name and location, transaction type, transaction amount, and remaining account balance.



- Remember to take your card and your receipt with you when you leave.
- Save your receipt so you'll know your balance the next time you go shopping.

What if my Ohio Direction Card won't work?

There are a few reasons your card might not work:

- The magnetic stripe on the back of the card may be damaged.
- You have entered your PIN incorrectly four times, and your card is “locked.”
- You have tried to spend more than you have available on your Ohio Direction Card.
- If your card does not work, call Customer Service at **1-866-386-3071**.



Customer Service

When should I use Customer Service?

- Call Customer Service immediately if your Ohio Direction Card is lost, stolen or damaged. Customer Service will deactivate your current card and a new replacement card will be received within 7 days.
- You can determine your account balance by checking your last receipt, calling Customer Service at **1-866-386-3071** or visiting www.ebt.acs-inc.com.
- Customer Service also can give you a list of your last 10 transactions.
- If you forget or want to change your PIN, call Customer Service at **1-866-386-3071** or visit www.ebt.acs-inc.com and follow the PIN selection instructions.
- Call Customer Service to request an adjustment to your account to correct any errors that may occur.
- Anytime you have questions or need help with your card, call Customer Service.

Customer Service is available 24 hours a day, seven days a week.

Security

How do I protect my Ohio Direction Card?

- **DO NOT** expose your card to heat or anything magnetic, such as TVs, microwaves or other electronics.
- **DO NOT** bend your card.
- **DO NOT** let the magnetic stripe on the back of the card get scratched or damaged. Your card will not work if this happens.

How do I protect my PIN?

- **NEVER** tell anyone your secret PIN.
- **DO NOT** write your PIN on your card.
- **DO NOT** write your PIN on anything you carry with you because if your purse/wallet is lost or stolen, they will have access to your account.

How do I protect my SNAP benefits?

- If your card is lost or stolen, call Customer Service immediately. When entering your secret PIN on the PIN pad, be sure no one else can see what number you enter. If someone else knows your PIN and uses your benefits, your benefits **will not** be replaced.
- If you think someone else knows your secret PIN, call Customer Service to choose a new PIN.

YOUR RIGHT TO EQUAL TREATMENT

USDA is an equal opportunity provider and employer.

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Tips for using your Ohio Direction Card

1. Know your balance before you go grocery shopping. Get your account balance by checking your last receipt, calling Customer Service at **1-866-386-3071** or visiting www.ebt.acs-inc.com.
 - There is no minimum dollar amount per SNAP transaction and no limit on the number of SNAP transactions that you can make, as long as you have funds in your account.
2. Most grocery stores in Ohio accept the Ohio Direction Card.
 - Look for the Ohio Direction Card logo where you shop.
 - If shopping outside Ohio, look for the Quest logo.
 - If you are not sure if a store accepts the Ohio Direction Card, ask the clerk before you begin shopping.
3. Shop for your groceries and take them to the check-out lane.
4. Hand your Ohio Direction Card to the clerk or swipe your card through the machine.
5. Check to make sure the total amount entered is correct.
6. Enter your secret 4-digit PIN on the PIN pad.
7. The machine prints a receipt stating the date, merchant's name and location, transaction type, transaction amount, and remaining account balance. Take the receipt with you.
8. Always keep your receipt. The next time you go shopping, you can check your receipt for your available balance.
9. Adjustments may be made to your account to correct any errors that may occur. Call Customer Service at **1-866-386-3071** to report an error or if you have a question about a transaction.

Ask: If you choose to dispute a transaction, you will be notified, in writing, of the action taken on your account. If you disagree, then you must call **1-866-386-3071** to request a fair hearing. You may be entitled to a provisional credit to your account while waiting for your fair hearing.
10. You can view all transactions made on your account over the last two months at www.ebt.acs-inc.com.

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