

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
or visit **ConnectEBT.com**

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.