



Lost or Stolen Cards or PINs and Problems with Transactions

Immediately call Customer Service at 1-866-386-3071:

- If you believe your Ohio *DIRECTION* Card has been lost or stolen
- If you think someone else might have learned your secret PIN
- If you believe there was an inaccurate transaction made to your account

Contacting Customer Service

Call Customer Service at 1-866-386-3071 if you have a problem with your Ohio *DIRECTION* Card or anytime you have questions or need help with your card.

- Call customer service immediately if your Ohio *DIRECTION* Card is lost or stolen or if you believe someone else knows your secret PIN
- If you forget or want to change your PIN, you must call Customer Service and follow the automated PIN selection instructions.
- If your Ohio *DIRECTION* Card is damaged, you must call Customer Service for a new Ohio *DIRECTION* Card. Customer Service deactivates your damaged card and orders a new card to be sent to you in the mail.
- If you can't find your last food purchase receipt with your account balance, you can check your food assistance balance at this Web site, **Error! Hyperlink reference not valid.**

or Customer Service can give you your balance as well as the last 10 transactions you made.