

## The ***DIRECTION CARD***

*A safe and easy way to use  
your food assistance benefits.*

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

*Follow the easy directions. You will need your:*

- Card number (16 digits on the front of your card)
- Social security number
- Date of birth

***You must select a 4-digit PIN to use your card.***

### ***DIRECTION CARD*** Customer Service

 1-866-386-3071

**Call 24 hours-a-day, seven days-a-week if:**

- Your card is lost or stolen.
- Someone is using your card without your approval.
- Your card does not work.
- You need to know your food assistance balance and you cannot find your last store receipt.
- You have questions about using your card.

## **DO NOT THROW THIS CARD AWAY!**

*Each and every month your benefits  
will be added to this card.*

### **To use your new card:**

- Sign the back of your card
- Call 1-866-386-3071 to select a 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