

Ohio Department of Job and Family Services
P.O. Box 9044
Coppell, TX 75019

HERE IS YOUR OHIO DIRECTION CARD

JOHN M CARDHOLDER
1234 MAIN ST
ANYTOWN, OH 00000

You must activate your card, select a Personal Identification Number (PIN) and sign the back before you can use it.

Activate your card right now!

Log on to:

www.ucard.chase.com

or call:

1-866-386-3071

If this is a **replacement card**, you do not need to activate it or select a new PIN. Just use your current PIN with this card.

Get instant notification when a deposit has been made to your Ohio Direction Card account, along with your new available balance. Sign up for **FREE Deposit Notification Alerts** at **www.ucard.chase.com**



Detach and keep with your card

WHERE TO GET HELP WITH YOUR OHIO DIRECTION CARD OR ACCOUNT

Help with your Ohio Direction Card or account is always just a click or phone call away.

WHEN TO GO ONLINE

www.ucard.chase.com

- To activate your card and select your PIN
- To check your balance and transactions
- To report your card lost, stolen or damaged
- To change your PIN
- To see if benefits have been added to your account

WHEN TO CALL CUSTOMER SERVICE

1-866-386-3071

- To activate your card and select your PIN
- To check your balance and transactions
- To report your card lost, stolen or damaged
- To change your PIN
- To ask questions or report problems about your card
- To report unauthorized use of your card

WHEN TO CALL YOUR COUNTY OFFICE

**Contact your County
Department of
Job and Family Services**

- To ask questions or report problems about your benefits
- To report an address change
- To set up an Authorized Representative who could use your card to shop for you

WWW.UCARD.CHASE.COM