

# 10 Tips

for the Responsible Use  
of the Ohio e-QuickPay<sup>SM</sup>  
Debit MasterCard<sup>®</sup> Card



- 1 ACTIVATE IT.** Contact e-QuickPay<sup>SM</sup> Customer Service at 1-800-503-1283 and activate your card by selecting a Personal Identification Number (PIN). Never give your PIN to anyone. Keep your PIN private.
- 2 KEEP IT.** DO NOT throw your Debit Card away or return it to e-QuickPay<sup>SM</sup> as money may already be credited to this card. Soon after enrollment you will no longer receive paper checks whether you have activated your card or not. If you destroy your card or return it, you will need to request a new card in order to access your funds.
- 3 DEB-IT.** This is NOT a credit card. You may not use your card to perform transactions or purchases that exceed the amount of funds currently on the card.
- 4 SHOP WITH IT.** Your Ohio e-QuickPay<sup>SM</sup> Debit MasterCard<sup>®</sup> is accepted at any grocery store, restaurant, gas station (inside purchase only), retail store, medical service location or pharmacy worldwide, as long as it accepts MasterCard<sup>®</sup>. You may request money back on purchases at many retailers. Some businesses such as hotels and car rental agencies will place a hold on your available e-QuickPay<sup>SM</sup> card funds until your transaction clears. It can take up to five days for the funds to be released.
- 5 ATM IT.** You may use your e-QuickPay<sup>SM</sup> card at any ATM displaying the MasterCard<sup>®</sup>, Maestro<sup>®</sup> or Cirrus<sup>®</sup> brand marks. There is a \$0.75 fee for all ATM withdrawals and a \$0.40 fee for balance inquiries. Some ATMs will impose additional surcharges. Fifth Third Bank ATMs will not impose a surcharge but the \$0.75 and \$0.40 fees will still apply.

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The e-QuickPay<sup>SM</sup> Debit MasterCard<sup>®</sup> is issued by Comerica Bank. ACS is an authorized representative of Comerica Bank.

**6 BANK IT.** You also may get cash directly from a bank teller at any financial institution displaying the MasterCard® brand mark. Simply go to the teller and ask for the desired amount of cash within the amount available to you on your card. If you have problems withdrawing cash, contact e-QuickPay™ Customer Service at 1-800-503-1283.

**7 RETURN IT.** Cash refunds for returned purchases might not be made available to you directly. A merchant may credit your account for returned merchandise by processing a credit adjustment to your e-QuickPay™ account. The credit adjustment will be applied to your available funds balance and may take several days to post.

**8 REPLACE IT.** Your e-QuickPay™ card will be reissued every three years. Additionally you are authorized one free replacement card each year. Other replacement cards will be available at a nominal fee.

**9 LOST IT.** Contact e-QuickPay™ Customer Service at 1-800-503-1283 immediately if your card is lost or stolen. If you do not contact them immediately, and someone improperly uses your e-QuickPay™ card, you may be held responsible for the first \$50 that is used from your funds.

**10 UPDATE IT.** You must promptly update your mailing address by contacting both your county Child Support Enforcement Agency (CSEA) and e-QuickPay™ Customer Service. If you do not keep your address updated, future e-QuickPay™ mailings will not be forwarded, including replaced or reissued cards.



**OHIO CSPC**

P.O. Box 182807

Columbus, Ohio 43218-2807

have you heard about the bird?

Frequently Used

## Contact Information

To obtain your account balance, you should

- » use the e-QuickPay™ website at: [www.e-QuickPay.com](http://www.e-QuickPay.com); or
- » call e-QuickPay™ Customer Service at 1-800-503-1283.

To update your address, contact e-QuickPay™ Customer Service and your County Child Support Enforcement Agency (CSEA) Office.

[www.jfs.ohio.gov/ocs](http://www.jfs.ohio.gov/ocs)

**Remember:** You must continue to call your county CSEA office for all other support questions.

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OFFICE OF  
**CHILD  
SUPPORT**  
OHIO DEPARTMENT OF JOB AND FAMILY SERVICES

A program of The Office of Child Support, a division of The Ohio Department of Job & Family Services.