

Your Ohio e-QuickPay® Debit MasterCard®



Customer Service Available to You

- Check your balance.
- Select or change your Personal Identification Number (PIN).
- Review transaction history.
- Ask questions about card use.
- Dispute a transaction.
- Report lost or stolen cards.

www.e-QuickPay.com

Unlimited access through a secure website. View your account balance and transaction history online.

Check your account balance by using the Web. Save time and enjoy the convenience of using the Web site to check your balance, validate the transactions posted to your account, and track your purchases. If you don't have a computer at home, remember your local library is equipped and ready to assist you.

Call 1-800-503-1283 (Toll-Free)
24 hours a day / 7 days a week

For customer service from outside the U.S. call:
801-352-3510

This toll-free number is provided for your convenience to ask questions about your account balance and merchant transactions posted to your account.

Getting Started with Your Ohio e-QuickPay® Debit MasterCard

For your convenience, your payments will be automatically deposited to your prepaid debit MasterCard account. You may not spend more than the amount of funds posted to your account. Use your debit MasterCard prepaid card everywhere MasterCard debit cards are accepted.

PIN Selection

- Before using your card, you must activate it by selecting your Personal Identification Number (PIN).
- Follow the instructions on the card carrier to select your PIN.

To Make Purchases or Get Cash Back

- Present your card when paying for an item.
- The cashier will ask for your signature or for you to enter your PIN.
- If you swipe your card, follow the prompts on the screen.
- The purchase price will be deducted from your account.
- There are no charges for merchant transactions, and you can request cash back with your purchase if the merchant provides this service.
- Enter the cash amount on the keypad or tell the cashier the amount of cash you need.

You May Get Money

- At an ATM that displays the MasterCard acceptance mark.
- In the form of cash back for amounts exceeding the amount of your purchase at some merchants that accept the MasterCard debit card.
- From a teller in a bank location that displays the MasterCard acceptance mark.

To Get Cash at an ATM

- Insert the debit card and enter your PIN.
- Press either the checking or savings button on the ATM.
- Select "Cash Withdrawal."
- Enter the amount of cash requested and press "Enter."
- Remember to take your receipt.

Purchases with Cash Back Using Your PIN

- You can request cash back in excess of the amount of your purchase at merchants who offer it.
- Enter the cash amount on the keypad or tell the cashier the amount of cash you need.

Cash From a Teller in a Bank

- Hand your card to the teller in a bank displaying the MasterCard acceptance mark.
- Tell them how much cash you wish to receive.
- There is no charge for this cash withdrawal.
- You may be asked to sign a receipt.

Cost to You for Certain Transactions

- There are no monthly fees for managing your funds.
- The following fees apply if you use other services:

Fee Table	
Transaction Type	Service Fee
ATM withdrawal	\$0.75
ATM balance inquiry	\$0.40
Card replacement	\$5.00 after one free each year
Expedited delivery	\$15.00

ATM Surcharges—Some bank ATMs will apply an additional fee called a surcharge to use their ATM. You may avoid surcharge fees by using ATMs bearing one of the logos shown below.



Always read the ATM messages carefully. You can cancel if you wish to avoid the fee or press enter and pay the fee.

How to Get Cash and Check Your Balance Free

- Ask for cash back in excess of your purchases.
- Get cash from a teller in a bank location that displays the MasterCard acceptance mark.

ATM Safety Tips

- Keep your Personal Identification Number (PIN) a secret.
- Have your debit card ready to use as you approach the ATM.
- Be aware of your surroundings. If you observe suspicious persons or circumstances, do not use the ATM at that time.

Spend Your Funds at Your Convenience

The e-QuickPay® Debit MasterCard is accepted at merchant and bank locations worldwide wherever MasterCard debit cards are accepted. You can use your card wherever the Debit MasterCard is displayed, which may include:

- Grocery Stores
- Department Stores
- Restaurants
- Drug Stores and Pharmacies
- Gas Stations
- Doctor Offices



The e-QuickPay® Debit MasterCard® is issued by Comerica Bank, pursuant to a license by MasterCard International Incorporated. MasterCard® and the MasterCard® Brand Mark are registered trade marks of MasterCard International Incorporated.