Toreport the Summer EBT (S-EBT) card lost, stolen or damaged. You may contact the card company at 1-866-386-3071 and follow the instructions below:

**To activate your Ohio Direction or Sunbucks S-EBT card or retrieve your account balance and other information - Press - 1**

* For English press – 1

**You may be prompted to enter a 3- or 4-digit number prior to entering the menu options below:**

**Please enter the 16-digit card number followed by the #**

* If you do not know your card number
  + Let the message play – **DO NOT** enter any information.

**Additional Menu options will be provided.**

**Choose from one of the following options below:**

**To access card using card holder information Press - 1**

* Enter the nine-digit Social Security number.  (enter the entire birthdate by adding a zero in front of the two-digit month (i.e., birthdate 08/01/2005 enter 008012005)
* Enter the child’s Date of Birth

**Check the status of a previously ordered card enter or speak – 2**

* Enter the nine-digit Social Security number.  (enter the entire birthdate by adding a zero in front of the two-digit month (i.e., birthdate 08/01/2005 enter 008012005)
* Enter the child’s Date of Birth
* Enter PIN number.

**To Report a card lost, stolen or damaged enter or speak – 3**

* Enter the nine-digit Social Security number.  (enter the entire birthdate by adding a zero in front of the two-digit month (i.e., birthdate 08/01/2005 enter 008012005)
* Enter the child’s Date of Birth
* Enter PIN number.

**If the system is unable to validate the card holder information for any option selected, you will be prompted to re-enter the information again.**

**If system is still unable to validate the information entered.**

The system will prompt you to hold for the next available CSR.