



Child Support Enforcement Agency

Receiving Child Support Payments

What is an Electronic Disbursement (e-Disbursement)?

E-Disbursement is when money is transferred electronically from the Ohio Child Support Payment Central (OCSPC) to a bank, savings and loan, credit union account, or to a magnetic strip card or chip card, such as a debit card.

Is an e-Disbursement Required?

The Office of Child Support, Ohio Department of Job and Family Services, is **required** to process all child support payments by electronic disbursements. Unless the custodial parent can establish the existence of circumstances that would render electronic disbursements impossible, a request to receive payments by paper check will not be granted.

What are the e-Disbursement Options?

Ohio offers **two methods** for receiving child support payments through e-Disbursements: Direct Deposit and the Platinum smiONE Visa Prepaid card. Both methods provide a faster, simpler, and safer way to receive the support payments.



- **Direct Deposit** is when support payments are electronically transferred directly to an existing bank account. Your support deposits will be included in your existing bank statement received from your financial institution.
- The **Platinum smiONE Visa** card is a debit card where a bank account is not needed to receive the support payments. The card can be used to make purchases, obtain cash withdrawals from an ATM machine or bank teller window.

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What is the Difference Between e-Disbursement and Direct Deposit?

- Direct Deposit is a bank account that is already set up with the obligee. Money is sent electronically to the account.
- E-Disbursement money is sent electronically to a card that does not have a bank account attached to it.

Why is smiONE Beneficial?

Your chip-enabled card allows secure purchases everywhere Visa debit cards are accepted.

Withdraw cash from ATMs, banks or credit unions that display the Visa, Interlink, Plus, Fifth Third Bank, or Allpoint Brand Acceptance Marks. No fee is charged for any purchase or if you use an Allpoint ATM or Fifth Third Bank ATM to withdraw cash. A \$2.50 withdrawal fee is charged for out-of-network withdraws not done at a Fifth Third Bank or Allpoint ATM.

To deposit other funds to the card including your paycheck, tax refund, unemployment benefits or other government payments, you can access the form online at www.smionecard.com or by calling customer service.

Your smiONE VISA card will be mailed to the address on file with your county child support agency. Cards will not be forwarded to a different address by the post office, therefore, it is important to keep your address updated with your county agency at all times.

How do I Contact smiONE Customer Service?

smiONE Card Customer Service

P.O. Box 2489

Carrollton, GA 30112

1 -855-279-2744 (if calling from outside the U.S. please call 614-405-8794)

Contact your child support agency for more information if you have questions.