

# CONSUMER ALERT

## U.S. BANK RELIACARD



The **U.S. Bank Reliacard** is a pre-paid debit card used for government disbursements, such as unemployment benefits. Recently, debit cards providing access to unemployment benefits have been appearing in mailboxes across Ohio as a result of massive nationwide fraud schemes.

If you are not a U.S. Bank customer and/or if you received an unsolicited U.S. Bank ReliaCard in the mail, you could be a victim of fraud. It is important for you to take these next steps:

- Do not toss or activate the card and do not spend the money.
- Contact ReliaCard at 855-282-6161 to cancel the card and find out which state issued the card. You may also contact U.S. Bank's Fraud Center at 877-595-6256.
- Contact the unemployment agency in the state that issued the card. For Ohio, individuals who believe their identity was stolen and used to file a fraudulent unemployment claim should visit [unemployment.ohio.gov](https://unemployment.ohio.gov), click on the "Report Identity Theft" button, and complete the reporting form.

You may also consider placing a fraud alert in your name with the credit reporting agencies. It is free to place and remove alerts. After contacting one, you do not have to contact the others.

- **Equifax:** 800-525-6285 or [equifax.com](https://equifax.com)
- **Experian:** 888-397-3742 or [experian.com](https://experian.com)
- **TransUnion:** 800-680-7289 or [transunion.com](https://transunion.com)

**Please note, this alert is for informational purposes only.** The Ohio Department of Commerce's Division of Financial Institutions does not have regulatory authority over U.S. Bank or U.S. Bank ReliaCard, nor do we oversee the issuance of government benefits.



**Department  
of Commerce**

Division of Financial Institutions