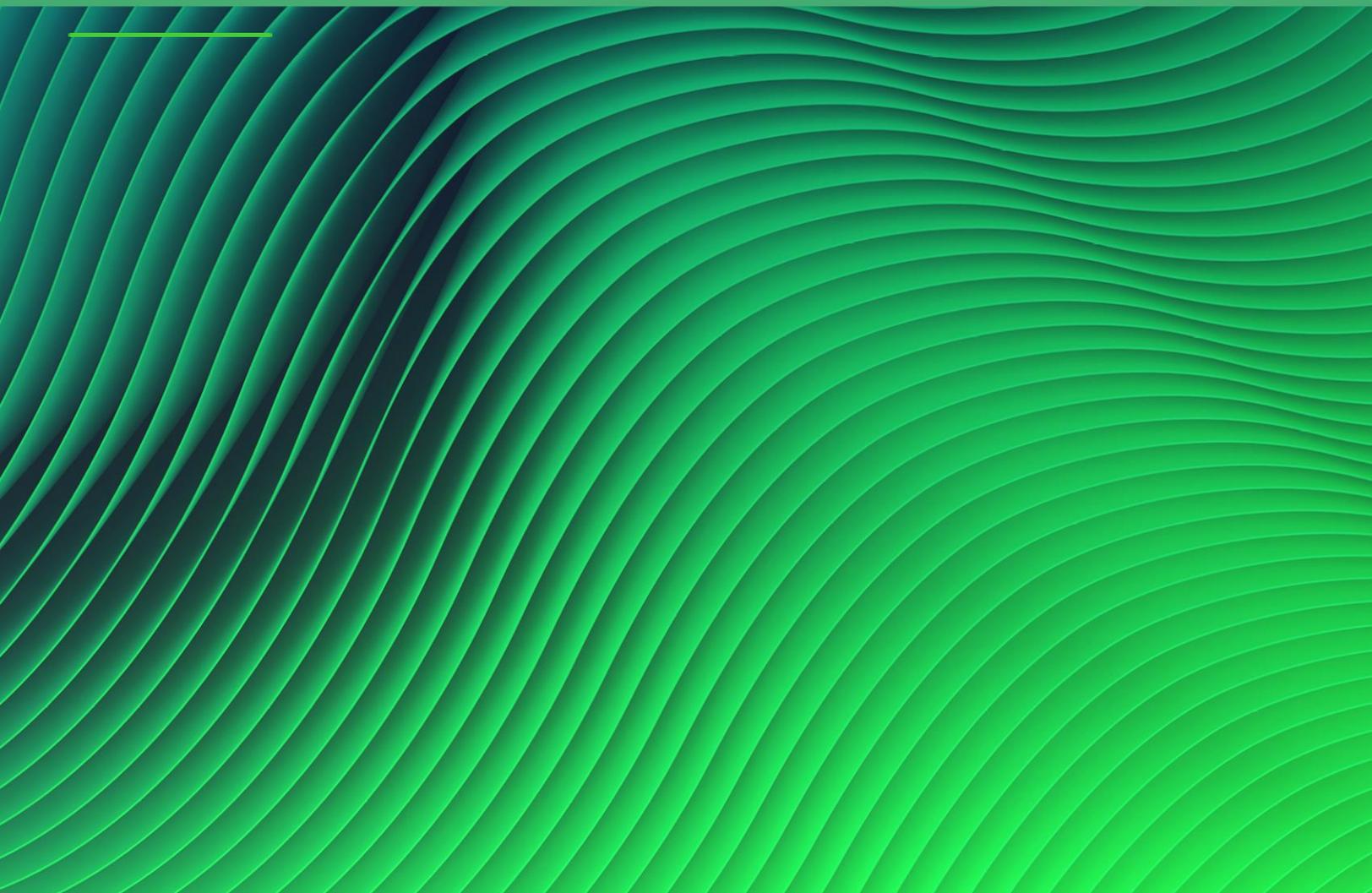




**ELECTRONIC BENEFITS
TRANSFER (EBT)
Cardholder Frequently Asked
Questions**



On Tuesday, March 24, 2020, the USDA released a press release warning SNAP participants of potential scammers using COVID-19 (Coronavirus) to steal their personal information. To stay on top of potential scams, please visit USDA's SNAP scam alert webpage at <https://www.fns.usda.gov/snap/scam-alerts>.

FREQUENTLY ASKED QUESTIONS

1. Has the Food and Nutrition Services (FNS) declared any special rules regarding Supplemental Nutrition Assistance Program (SNAP) benefits regarding COVID-19 (Coronavirus)?

The House of Representative (H.R.) 6201, Families First Coronavirus Response Act was signed by President Trump on **March 18, 2020**. For more information, please click [here](#).

If you have any specific questions regarding COVID-19 (Coronavirus), please visit your State's website. The SNAP State directory can be found [here](#).

2. Will I be getting additional benefits in response to COVID-19(Coronavirus)?

You can reach out to your State to determine if you are eligible to receive additional assistance and benefits, in response to the COVID-19 (Coronavirus) Pandemic. The SNAP State directory can be found [here](#).

3. My children are home because of COVID-19(Coronavirus), will I get benefits to cover lunches that they would receive at school?

Your State will have information on additional SNAP benefits, also known as P-EBT, for children who normally qualify for the free lunch program. Please reach out to your State [here](#) for more information.

4. When are my benefits available?

The *ebtEDGE* Mobile Application gives you the ability to view your benefit schedule and view pending benefits. You can also visit www.ebtEDGE.com.

5. How do I select my PIN?

The first time you sign into the *ebtEDGE* Mobile Application or the cardholder website listed on the back of your card, it will have you select a Personal Identification Number (PIN). You can also set your PIN by calling the Customer Service phone number located on the back of your card.

Please see below for the DOs and DON'Ts for selecting a secure PIN:

- **Don't** use a commonly used combination, like repeating numbers (1111), or consecutive numbers (1234).
- **Don't** use numbers connected to your family's personal information, such as a year of birth.
- **Don't** use a number connected to any other personal information, such as a phone number or Social Security Number.

- **Don't** reuse a number that you've used for another purpose, like a PIN from a different card or your phone passcode.
- **Don't** share your PIN with anyone.
- **Do** select a number that is significant to you personally and is easy to remember.

6. Will the stimulus money that was recently passed be added to my EBT card?

No, the stimulus will not be added to your EBT card. For more information on the stimulus, please contact your State.

7. Will I get government benefits if I am not getting any benefits today?

You can reach out to your State to determine if you now are eligible to receive assistance. The SNAP State directory can be found [here](#).

8. Who should I contact (or what should I do) to understand if I am eligible for government benefits?

Your State will have all the information to help you understand if you are eligible to receive benefits. The SNAP State directory can be found [here](#).

9. What should I do if I do not see benefits on my card?

Please contact your State. A SNAP State directory can be found [here](#).

10. Where can I find my card number?

The card number is the 16-digit number located on the front of your card.

11. Where can I use my EBT card?

You can use SNAP EBT benefits at participating SNAP authorized retailers nationwide. For a complete list of SNAP authorized retailers [click here](#).

12. Are there any transaction fees or surcharges associated with using EBT benefits on food purchases at authorized retailers?

There are no transaction fees or surcharges on food purchases at SNAP authorized retailers.

13. Can I deposit money into my EBT account?

No. All EBT benefits will be loaded onto an EBT card by the State for food purchases.

14. How can I check my EBT account balance?

We recommend downloading the *ebtEDGE* Mobile Application from the Google Play or Apple App Store to check your balance in seconds with the simple touch of a finger. Cardholders can also visit www.ebtEDGE.com.

15. Can I use my EBT card out-of-state?

P-EBT and SNAP cardholders can use their card to make purchases in every State.

16. What should I do if someone knows my PIN?

Immediately select a new PIN by signing into the web page shown on the back of your card, visiting the *ebtEDGE* Mobile Application, or calling the number on the back of your card.

17. What if I enter the incorrect PIN?

If you are having trouble remembering your PIN, please do not try to guess when entering your PIN on a Point-of-Sale (POS) terminal at a SNAP authorized retailer. If you forgot your PIN, please select a new one using the options below:

1. Download the *ebtEDGE* Mobile Application to change your PIN
2. Visit the website located on the back of your card.
3. Call the number on the back of your card for assistance.

18. How do I use my EBT Card?

Before you shop always check your balance to ensure you have enough funds to cover your purchase.

To use your EBT Card at an authorized retailer, please follow the steps below:

- Sign the back of your card
- Choose EBT on the Point-of-Sale terminal
- Swipe your EBT Card through the Point-of-Sale terminal
- Enter your Personal Identification Number (PIN) on the keypad
- Press the OK or ENTER key on the Terminal
- The cashier enters the purchase amount and if it is correct, press the YES key
- The cashier will hand you your receipt—please make sure the information on the receipt is correct
- Be sure to keep the receipt so you will know your new balance the next time you shop

19. What happens if the Point-of-Sale terminal is not working?

If the store does not have a Point-of-Sale (POS) terminal, you may not be able to use your EBT card at that store. Some retailers do not have a terminal. Instead they use a paper form, called a voucher.

20. When should I call customer service or my case worker?

Call Customer Service on the back of your card if....	Call your local office or case worker if....
Your card is lost, stolen or damaged	You have questions on the amount of your benefits
You were charged more than once for the same transaction	Your case worker told you your benefits would be available on a specific day, but they did not arrive
You were charged by a merchant but did not receive any goods	Your address is going to change or has changed

There are transactions on your account you do not recognize	You want to know when your first benefits will become available
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21. How do I keep my Card and Benefits secure?

Your SNAP and P-EBT card is like cash. Keep it safe!

- Do not bend or fold your card
- Never lend your card to anyone; benefits **WILL NOT** be replaced
- Store your card in a purse or wallet
- Put your card away as soon as you are finished using it
- NEVER share your PIN with anyone

If you have any additional questions or issues, please reach out you're your state information to our team at ebtEDGE.Cardholder.portal@fisglobal.com