

Mississippi EBT Project

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| Recipient Information Sheet |
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WHAT IS EBT?

EBT stands for Electronic Benefits Transfer. It is a way of delivering benefits without issuing paper coupons. Using a plastic card that works like a debit card, recipients will access their Supplemental Nutrition Assistance Program (SNAP) benefits at retail point-of-sale (POS) devices.

WHAT ABOUT MY SNAP BENEFIT REPRESENTATIVES?

You may have up to two benefit representatives. These individuals will be issued a card and can access your SNAP account at any time without your permission. Benefits used or misused by a benefit representative will not be replaced. You can contact your county worker anytime you wish to change a representative.

HOW DO I RECEIVE MY EBT CARD?

EBT cards involving only SNAP are mailed to the address provided for your household. You are responsible for giving your SNAP benefit representative(s) their card(s).

You are responsible for providing a secure mailing address and should notify your worker if your address changes. Benefits used from cards sent to the address you provide will not be replaced.

HOW DOES EBT WORK?

You will get a plastic debit card and select a secret Personal Identification Number (PIN) to use. The EBT card can be used at any participating retailer displaying a Quest sign. You may use SNAP benefits at any authorized SNAP store.

WHAT IS A PIN?

A PIN is a 4-digit "secret" code to be used with the Mississippi EBT Card. Both the card and the PIN must be used when making purchases. **The PIN is very important and should be memorized or kept in a safe place.** The PIN should never be shared, written on the card or kept with your Mississippi EBT Card.

WHERE CAN I USE THE MISSISSIPPI EBT CARD?

You will be able to use your EBT card at all authorized SNAP stores. Stores will display the EBT *Quest* sign to let you know the EBT card is accepted there.

WHAT IF I HAVE A QUESTION?

The EBT system has a 24 hours a day, 7 days a week, toll-free Customer Service. The telephone number is **1-866-512-5087**. You can call in and through the automated response unit (ARU) find out how many SNAP benefits are left in your account. You can also report lost or stolen cards, get your transaction history, pin or re-pin your card or discuss any problems you are having with your EBT card. Do not call this number to discuss your eligibility. Call your worker at the county office to discuss questions about your case.

WHAT IF I FORGET MY PIN?

If you are in the store and enter the wrong PIN, you will have three more chances that day to enter the right PIN. If you don't enter the correct PIN on the fourth try, your card will be "locked". To "unlock" your card, you may call Customer Service. If you can't remember your PIN or want to change your PIN because you think someone else knows it, call Customer Service to re-PIN your card. You should always know your PIN before you go to the store.

WHAT IF I LOSE MY EBT CARD?

If your EBT card is lost, stolen or damaged, call Customer Service to report it. A new card will be mailed to you and should arrive in 5 working days. No one will be able to use your card once you report it is missing. It will be deactivated and a new card requested. It is not necessary to select a new PIN for your replacement card.

WHAT IF MY CARD DOES NOT WORK?

Your card may be dirty or damaged. Call Customer Service and explain that your card will not work. If the card is not working properly, a new one will be mailed.

WHAT IS MY ISSUANCE DAY?

Your SNAP benefits will be available the same day of each month regardless of weekends and holidays. The day your benefits will be available is based on the last two digits of your case number.

| Case number ends with: | Your SNAP benefits will be available each month on the: |
|------------------------|---|
| 00-06 | 5th |
| 07-13 | 6th |
| 14-20 | 7th |
| 21-27 | 8th |
| 28-34 | 9th |
| 35-41 | 10th |
| 42-48 | 11th |
| 49-55 | 12th |
| 56-62 | 13th |
| 63-69 | 14th |
| 70-75 | 15th |
| 76-81 | 16th |
| 82-87 | 17th |
| 88-93 | 18th |
| 94-99 | 19th |

DOES MY EBT CARD EXPIRE?

NO. There is no expiration date for your EBT card. Do not throw it away even if your case closes. You can use the same card if you reapply and the case is approved. The card and the PIN will be needed to get any benefits left in the account during the next year. If your account is not used for more than 90 days, you may still access your benefits; however, if an unpaid claim balance exists, remaining funds in your EBT account may be used to pay all or a portion of the claim. After 365 days of inactivity, the benefits will be removed from your account and are no longer available to you.

WHAT IF I DO NOT WANT TO USE ALL OF MY BENEFITS IN ONE MONTH?

The benefits stay in your EBT account until you use them. However, you should be aware that if you do not use your card in 365 days, benefits will be removed from your account and are no longer available.

HOW WILL I KNOW THE BALANCE IN MY ACCOUNT?

There are two easy ways to check:

1. Keep your receipts. They show your balance.
2. If you lose the last receipt, call Customer Service.

Always know your balance before you shop.

YOUR RIGHT TO EQUAL TREATMENT

In accordance with Federal law and U.S. Department of Agriculture (USDA) policy, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, age, religion, political beliefs or disability.

TO FILE A COMPLAINT OF DISCRIMINATION, CONTACT:

USDA, Director, Office of Civil Rights
1400 Independence Ave SW
Washington, DC 20250-9410
(800) 795-3272 (voice) or 202-720-6382 (TTY)

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