



Electronic Benefits Transfer (EBT) Card

What is an EBT Card?

The Electronic Benefits Transfer card, or EBT card, looks and works just like a debit card. Once DHS approves the SNAP application, applicants will receive their EBT card in the mail.

How does it work?

Your EBT card is refilled automatically with your benefits. The card *does not expire* at the end of each month. Do not throw it away. You can check the balance on your card by calling 1-888-979-9939 or go to www.ebtedge.com.

How do I set it up?

You will choose a PIN # (Personal Identification Number). Keep your EBT pin number guarded. If someone else has your PIN # and uses your benefits, the benefits will NOT be replaced.

What if I lose it?

If the EBT card is lost/stolen or destroyed, call 1-888-979-9939 and enter your EBT card number at prompt or press 2 to ask for a new card. A new card will be mailed to you.

For homeless participants, go to one of these sites to get a replacement card:

- Harrington Hall, 30 Howard Ave, Building #58, Cranston
- Crossroads, 160 Broad Street, Providence
- Amos House, 460 Pine Street, Providence
- Welcome House, 8 North Road, Wakefield
- WARM Center, 56 Spruce Street, Westerly
- Lucy's Hearth, 19 Valley Road, Middletown
- McKinney Shelter, 15 Meeting Street, Newport
- Community Care Alliance, 800 Clinton Street, Woonsocket
- House of Hope, 3188 Post Road, Warwick

What is Card Skimming?

EBT card skimming occurs when criminals attach devices to POS machines or PIN pads at stores to steal card numbers and PIN numbers from EBT cards. If your card has been determined at-risk, DHS will send robo-calls, text messages and notices informing the household to change their PIN. **If you believe you are a victim of card skimming:** 1. Call the phone number on the back of the EBT card to change the PIN: 1-888-979-9939. 2. File a police report with the local police department and 3. Call 401-574-8175 to file a fraud claim with the Fraud Detection and Prevention Office.



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