

HOW TO GET YOUR BENEFITS

If you get **Supplemental Nutrition Assistance Program** benefits (**SNAP**) formerly known as **FOOD STAMPS** from DSS, most grocery stores will accept your EBT card.

Use the most current card with the "Quest" logo on the back.

What happens if the store's EBT machine is not working?

The store will do a "manual voucher transaction." They will fill out a form and ask you to sign it. Make sure the amount is correct.

If you get **CASH ASSISTANCE** from DSS you can use any ATM by selecting "withdraw" from the "checking" account.

Or, you can make a purchase at most grocery stores and get "cash back."

Each month, you get up to two free ATM withdrawals at most ATMs. After two, each one will cost you \$0.50 each. Some ATM owners charge a "surcharge" fee just for using their machine. Try to find an ATM that does not charge this fee.

If you get **MEDICAL** coverage from DSS, you can present your EBT card to the medical provider.

HOW TO USE YOUR EBT CONNECT CARD



Customer Service 1-888-328-2666

www.ebtaccount.jpmorgan.com

WHEN SHOULD YOU CALL CUSTOMER SERVICE?

- To select or change your PIN
- Right away if your card is lost or stolen
- To check your balance
- If a "system error" mis-charges you for a purchase, or if an ATM does not give you the right amount of money



WHEN WILL YOU GET YOUR BENEFITS?

Benefits will be available on the same day every month, depending on the first letter of your last name:

- A - F** on the **1st** of the month
- G - N** on the **2nd** of the month
- O - Z** on the **3rd** of the month

SAFEGUARD YOUR CARD AND BENEFITS

- Lost or stolen benefits will not be replaced.
- Sign the back of your card now.
- **DO NOT WRITE YOUR PIN** on the card, or let anyone know your PIN.
- Do not destroy or lose your card. You will need it every month you receive benefits from DSS.

KNOW YOUR BALANCE BEFORE YOU SHOP

Every grocery receipt will have your balance on the bottom. If you receive cash benefits, most ATMs will give you your cash balance

If you do not make any withdrawals for twelve months, we will take back the money/food stamps we put in your account.