

# EBT (Electronic Benefit Transfer) Card

## Helpful Information

### Why will I get an EBT card?

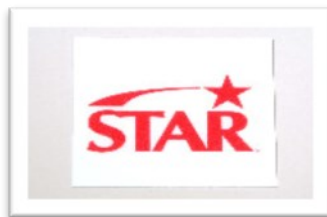
EBT cards provide access to your SNAP and/or TANF benefits. EBT cards are mailed to you after you are approved for benefits. You can call Customer Service or go online to manage your benefits with your EBT card. If you are approved for benefits and need a card, one will be mailed to you. If you are approved for benefits and have a card, you can begin using your card upon receipt of your benefits.

### Why do I need PIN Information?

You need a PIN number to use your EBT card. Please protect your PIN since anyone that knows your PIN can use your EBT card and access your benefits. If someone knows your PIN and uses your card, your benefits will not be replaced. You will get your pin after your EBT card arrives. Setup your pin immediately or change it at any time. Your card will be “locked” until midnight each day if there are 4 wrong PINs entered for your EBT card.

### Where can I use my EBT Card to access my TANF Benefits?

You can use your card anywhere that has any of these logos on the ATM and/or terminal:



### How Do I use my EBT Card?

- Use your EBT card at an ATM Machine or store, wipe or insert your card and enter your pin on the keypad.
- If the store does not have a POS, or the POS is not working, a voucher may be substituted by the store. Review this voucher before signing. The store will call and verify that the funds are available. You could be limited to a \$40 transaction if the store cannot verify your funds.

### Are there any fees for using my EBT Card?

**SNAP** purchases = \$0

**TANF** transactions = \$0 if it's the first ATM withdrawal for the month or you are getting cash back from a purchase.

You will be charged an extra \$0.85 per transaction for each additional withdrawal per month. Retailers may charge you additional surcharges.

## You cannot use your TANF benefits for any of the below things. FSD will have you repay if TANF funds are used at these locations:

- Liquor Store to purchase alcoholic beverages
- Casino, gambling Casino, gaming business (including bingo hall), lottery ticket purchases
- Adult entertainment business where performers disrobe or perform in an unclothed state for entertainment (strip clubs, gentlemen's clubs, etc.)
- Any place mainly for or used by adults 18 or older and/or not in the best interest of the child or household (tobacco product, controlled drugs without a valid prescription, etc.)

### Need Help?

#### EBT Card Customer Service: 1-800-997-7777 or visit [EBTEDGE.COM](http://EBTEDGE.COM) to:

- Check your balance
- See transaction details in real time
- Get help on using your EBT Card
- Help with your PIN
- Report your card is lost or stolen
- Report problems with a transaction

#### FSD Customer Service (1-855-373-4636) can help too:

- It's been more than a year since you have used your card
- Update your address
- You have questions about your monthly benefits or you did not receive your benefits



Missouri Department of Social Services  
**FAMILY SUPPORT DIVISION**

*The FSD is an equal opportunity provider and employer.*

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Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotape, American Sign Language, etc.), should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program complaint of discrimination, complete the [USDA Program Discrimination Complaint Form](http://www.ascr.usda.gov/complaint_filing_cust.html), (AD-3027) found online at: [http://www.ascr.usda.gov/complaint\\_filing\\_cust.html](http://www.ascr.usda.gov/complaint_filing_cust.html), and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by: (1) Mail: U.S. Department of Agriculture, Office of the Assistant Secretary for Civil Rights, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410; (2) Fax: (202) 690-7442; or (3) Email: [program.intake@usda.gov](mailto:program.intake@usda.gov).

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