

## Security and care of your PIN

Protect your PIN. If someone knows your PIN and uses your card, your benefits will not be replaced. If you think that someone knows your PIN, change your PIN by calling Customer Service at 1-800-997-7777.

You should:

- Keep your PIN a secret.
- Memorize your PIN.
- Do not write your PIN on your card or card sleeve.
- Do not let anyone see your PIN as you enter it at the terminal, even a store cashier.

## Using your EBT card at a POS terminal (Point of Service)

1. Either you or the cashier helping you will slide your card through the terminal.
2. Then, either you or the cashier will enter the withdrawal amount.
3. Check the amount that shows in the display window. If the amount is correct, enter your PIN. **Do not tell the clerk your PIN!**
4. Press ENTER. You will not get change when you use your Summer Electronic Benefits Transfer for Children benefits account. Take your card, receipt, and groceries when you leave the store.

These steps may be different for each type of POS terminal. Ask the cashier for help if you need it. Your card will work in any store or farmers market authorized to accept Food Stamp benefits.

## Checking EBT Card and Benefits on the Web

Online at [ebtEDGE.com](http://ebtEDGE.com), you can

- Check your Summer Electronic Benefits for Children balance,
- Check which benefits were spent,
- Get help on using your EBT card,
- And more!

**From the first [ebtEDGE.com](http://ebtEDGE.com) page**

- Click on Cardholder,
- Type in the Card Number, press Login,
- Enter your PIN, press Continue, and
- Follow the easy instructions!

## Customer Service 1-800-997-7777

Missouri Department of Social Services  
PO BOX 1527

Jefferson City, MO 65102

To file a complaint of discrimination write:

USDA, Director, Office of Civil Rights  
Room 326-W, Whitten Building  
1400 Independence Avenue, S.W.  
Washington, DC 20250-9410

Or call (voice and TDD) (202) 720-5964

USDA IS AN EQUAL OPPORTUNITY PROVIDER AND EMPLOYER  
AN EQUAL OPPORTUNITY AFFIRMATIVE ACTION EMPLOYER

\*\*\*Services provided on a nondiscriminatory basis\*\*\*

IM-4 (EBT) 07/05



Don't let  
**KIDS**  
go **HUNGRY**  
in the **SUMMER**

## Summer Food for Children (SEBTC)

## Frequently Asked Questions



## What is the Summer Electronic Benefits

### Transfer for Children summer food program?

The Summer Electronic Benefits Transfer for Children (SEBTC) program gives randomly-selected families with eligible school-age children \$60 per child, per month, to spend on food for children while school is not in session.



### How will I get the \$60 summer food benefit?

The \$60 will be provided on a Missouri Electronic Benefits Transfer (EBT) card.

### When will I get the \$60 summer food benefit?

SEBTC benefits will be available to use the last day of May, June and July.

### When must I use these benefits?

You must use your SEBTC benefits by August 17. Unused SEBTC benefits will not be available after August 16.

### How will I get my first EBT card and PIN?

If you have never had a Missouri EBT card, one will be mailed to you when SEBTC benefits are authorized. You will also receive a Personal Identification Number (PIN) in a separate mailing. If you do not receive a card by May 31, call 1-800-997-7777.

### What if I have a card, but haven't used it for a while?

If you have a Missouri EBT card but have not used it for a year, a new card will be sent to you. Your PIN will be the same unless you call 1-800-997-7777 to get it changed.

### Who can use the EBT card and PIN?

Anyone who is a member of your household may use your EBT card.

### What if my card is lost, stolen or damaged?

If your card is lost, stolen, or damaged, call 1-800-997-7777 to cancel your card. A replacement will be mailed directly to your home within 3 to 5 days.

## How do I change my PIN?

You have the choice of having a new PIN mailed to you, or selecting a PIN through the Customer Service number at 1-800-997-7777. You must use a touch-tone phone if you want to change your PIN over the telephone.

## Are there fees for using my card?

There are NO charges for:

- SEBTC purchases
- Balance inquiries

## Where can I use my card?

You can use your card in any store or farmers market authorized to accept Food Stamp benefits.

## What can I buy with my card?

SEBTC benefits must be used to purchase food. Hot foods or foods prepared for immediate consumption cannot be purchased with SEBTC benefits. You may also buy garden seeds and plants with your SEBTC benefits.

## What if the store does not have a Point of Service terminal (POS), or the POS is not working?

If a store does not have a POS terminal or the terminal is not working, the cashier may fill out a form for the amount of food you buy with your SEBTC benefits.

- Check the amount on the form. It should be the same amount as the food you bought.
- If the amount is right, sign and date the form.
- The cashier will call Missouri EBT Customer Service to make sure you have enough benefits to buy the food.
- Make sure you get a copy of the form from the cashier before you leave the store.

You could be limited to \$40 for your purchase if the cashier cannot get an OK for your purchase. Paper vouchers will also be used by food stamp merchants (like farmers markets) that do not have POS equipment.

## Do not tell the clerk your PIN!

## What happens if I enter the wrong PIN?

When using your card for an SEBTC purchase, you have four tries each day to enter your correct PIN. After four incorrect tries, your card will be "locked," and you will be unable to make any more tries until after midnight. If you cannot remember your PIN, wait until after midnight and try again, or select a new PIN by calling 1-800-997-7777.

## Do I have to have my card to get food?

You cannot make a purchase at a store if you do not have the card with you.

## When should I call Customer Service?

Call Customer Service at 1-800-997-7777 when:

- You lose your card or your card is stolen.
- Your card is damaged and no longer works.
- You want to request a new PIN.
- You were charged more than once for the same transaction.
- You were charged by a merchant but did not receive any groceries.
- There are transactions on your account that you did not do.

## Who should I call if I have other questions?

You should call the Local Investment Commission (LINC) at 816-410-8367 if:

- You have questions about the amount of SEBTC benefits you receive.
- You want to know when your first benefits will be placed on your card.

LINC is the state of Missouri's local partner for the SEBTC program in the Kansas City area. To learn more about LINC, visit [www.kclinc.org](http://www.kclinc.org).