



# EBT card

## Electronic Benefit Transfer

### Why will I get an EBT Card?

Electronic Transfer Benefit (EBT) cards provide access to your Supplemental Nutrition Assistance (SNAP) or Temporary Assistance (TA) benefits. EBT cards are mailed to you after you are approved for benefits.

### Why do I need a PIN?

You need a Personal Identification Number (PIN) to use your EBT card. You may use your existing PIN or set up a new PIN by calling **1-800-997-7777**, using the mobile app **FIS ebtEDGE**, or visiting **ebtEDGE.com**.

It is important to keep your EBT card and PIN **safe and secure** at all times. Sharing your PIN with someone allows them access to your EBT benefits. Moreover, **lost benefits will not be replaced**.

If an incorrect PIN is entered four or more times in one day, your EBT card will be locked until midnight of that same day.

### How do I use my EBT Card?

You can use your EBT card in any grocery store or retail location in the United States that displays the Quest Mark® logo, or **online at approved locations**. Your EBT card will work much like a debit card, and you will have a PIN number you will need to enter at the time of your purchase.

You can only use your EBT card at a participating ATM, if you receive TA benefits. Participating retail locations or ATMs must have the Quest Mark®, SHAZAM®, or STAR® logo.

You cannot use your SNAP or TA benefits to buy:

- Alcohol or tobacco
- Hot prepared foods or foods prepared to be immediately eaten
- Vitamins, medicine, supplements
- Non-food items (e.g. paper products, soap, or pet food)

It is illegal to use your EBT card at the following locations:

- Liquor store
- Gambling Casino (ex. casino, casino gambling, gaming business)
- Adult-entertainment business
- Any place mainly for or used by adults 18 or older, and/or not in the best interest of the child or household

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

There is no fee for SNAP purchases. For TA transactions, the first withdrawal transaction each month will not have a fee. Any additional TA withdrawal that month will cost \$.85 per transaction.

\*Retailers may have additional surcharges for SNAP/TA transactions.



## Questions?

### EBT Card Customer Service



800-997-7777



EBTedge.com

- EBT Card assistance
- PIN assistance
- Check your balance
- See transaction details
- Report your card as lost or stolen
- Request a new card
- Report transaction problems

### FSD Customer Service



855-373-4636



myDSS.mo.gov

- Apply for **SNAP** or **TA** benefits
- **Report a change**
- Start a chat
- Check your **benefit status**
- Upload **verification** documents
- Find a **Resource Center** near you

## EBT Misuse Penalty

**Misuse of EBT benefits** is a criminal offense. If an individual is found guilty of a felony offense, they may be required to serve at least 120 days in Missouri Department of Corrections unless full restitution is paid to the state of Missouri within 30 days of execution of sentence.

If an individual is found guilty of an offense, they must pay full restitution (pay back) to the state of Missouri. If they are placed on probation for the offense, they cannot be released from probation until full restitution is paid.

## Discrimination & Civil Rights

In accordance with federal civil rights laws and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex (including gender identity and sexual orientation), religious creed, disability, age, political beliefs, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA. Programs that receive federal financial assistance from the U.S. Department of Health and Human Services (HHS), such as Temporary Assistance for Needy Families (TANF), and programs HHS directly operates are also prohibited from discrimination under federal civil rights laws and HHS regulations.

Persons with disabilities who require alternative means of communication for program information (e.g., Braille, large print, audiotope, American Sign Language), should contact the agency (state or local) where they applied for benefits. Individuals who are deaf, hard of hearing or who 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.

USDA provides federal financial assistance for many food security and hunger reduction programs such as the Supplemental Nutrition Assistance Program (SNAP), the Food Distribution Program on Indian Reservations (FDPIR) and others. To file a program complaint of discrimination, complete the Program Discrimination Complaint Form, (AD-3027) found online at: <https://www.usda.gov/sites/default/files/documents/ad-3027.pdf>, 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: Food and Nutrition Service, USDA | 1320 Braddock Place, Room 334 | Alexandria, VA 22314; or
2. fax: (833) 256-1665 or (202) 690-7442; or
3. phone: **(833) 620-1071**; or
4. email: [FNCSIVILRIGHTSCOMPLAINTS@usda.gov](mailto:FNCSIVILRIGHTSCOMPLAINTS@usda.gov)

For any other information regarding SNAP issues, persons should either contact the USDA SNAP hotline number at **(800) 221-5689**, which is also in Spanish, or call the state information/hotline numbers (click the link for a listing of hotline numbers by state); found online at: SNAP hotline.

HHS provides federal financial assistance for many programs to enhance health and well-being, including TANF, Head Start, the Low Income Home Energy Assistance Program (LIHEAP), and others. If you believe that you have been discriminated against because of your race, color, national origin, disability, age, sex (including pregnancy, sexual orientation, and gender identity), or religion in programs or activities that HHS directly operates or to which HHS provides federal financial assistance, you may file a complaint with the Office for Civil Rights (OCR) for yourself or for someone else.

To file a complaint of discrimination for yourself or someone else regarding a program receiving federal financial assistance through HHS, complete the form online through OCR's Complaint Portal at <https://ocrportal.hhs.gov/ocr/>. You may also contact OCR via mail at: Centralized Case Management Operations, U.S. Department of Health and Human Services, 200 Independence Avenue, S.W., Room 509F HHH Bldg., Washington, D.C. 20201; fax: (202) 619-3818; or email: [OCRmail@hhs.gov](mailto:OCRmail@hhs.gov). For faster processing, we encourage you to use the OCR online portal to file complaints rather than filing via mail. Persons who need assistance with filing a civil rights complaint can email OCR at [OCRMail@hhs.gov](mailto:OCRMail@hhs.gov) or call OCR toll-free at **1-800-368-1019**, TDD 1-800-537-7697. For persons who are deaf, hard of hearing, or have speech difficulties, please dial 7-1-1 to access telecommunications relay services. We also provide alternative formats (such as Braille and large print), auxiliary aids and language assistance services free of charge for filing a complaint.

The Missouri Department of Social Services is an equal opportunity provider.