

Have you lost
your EBT card?



- **If you lost your EBT card or if it is damaged and no longer works, you can get a replacement card through the mail.**
- **Call EBT customer service toll free:
1-888-979-9939**
- **Enter your card number at the prompt.**
- **If you do not have your card, press 2 to speak with a representative to request a new card. Representatives are available 24 hours a day.**

- If you are homeless or have experienced an emergency like theft or fire, you may request a new EBT card at a DHS office location.
- You may also fill out a form called an EBT-10 and either fax it to DHS or bring it to your local DHS office and leave it in the EBT-10 drop box.

**If you have questions,
the URI SNAP Outreach Project can help.
Call 1-866-306-0270**

Have you lost
your EBT card?



- **If you lost your EBT card or if it is damaged and no longer works, you can get a replacement card through the mail.**
- **Call EBT customer service toll free:
1-888-979-9939**
- **Enter your card number at the prompt.**
- **If you do not have your card, press 2 to speak with a representative to request a new card. Representatives are available 24 hours a day.**

- If you are homeless or have experienced an emergency like theft or fire, you may request a new EBT card at a DHS office location.
- You may also fill out a form called an EBT-10 and either fax it to DHS or bring it to your local DHS office and leave it in the EBT-10 drop box.

**If you have questions,
the URI SNAP Outreach Project can help.
Call 1-866-306-0270**

EBT CARD REMINDERS

- EBT cards do not expire and should not be thrown away when you use all your benefits.
- Each month benefits are put on that same card.
- When you receive the card, you will have to call EBT customer service to set up your PIN (personal identification number).
- Do not tell anyone else your PIN. Anyone with your PIN and your card could use your benefits. Do not give your EBT card to others to use.
- If you request four (4) EBT replacement cards in a year, you will be contacted by DHS fraud unit.
- You can check your EBT card balance by calling: 1-888-979-9939 or going to: www.ebtedge.com.



If you have questions about SNAP, the URI SNAP Outreach Project can help.
Call 1-866-306-0270

The SNAP Outreach Project is a collaboration among the URI Feinstein Center for a Hunger Free America, RI Department of Human Services, US Department of Agriculture. The University of Rhode Island is an equal opportunity employer committed to the principles of affirmative action. The USDA is an equal opportunity provider, employer and lender. May 2019.



EBT CARD REMINDERS

- EBT cards do not expire and should not be thrown away when you use all your benefits.
- Each month benefits are put on that same card.
- When you receive the card, you will have to call EBT customer service to set up your PIN (personal identification number).
- Do not tell anyone else your PIN. Anyone with your PIN and your card could use your benefits. Do not give your EBT card to others to use.
- If you request four (4) EBT replacement cards in a year, you will be contacted by DHS fraud unit.
- You can check your EBT card balance by calling: 1-888-979-9939 or going to: www.ebtedge.com.



If you have questions about SNAP, the URI SNAP Outreach Project can help.
Call 1-866-306-0270

The SNAP Outreach Project is a collaboration among the URI Feinstein Center for a Hunger Free America, RI Department of Human Services, US Department of Agriculture. The University of Rhode Island is an equal opportunity employer committed to the principles of affirmative action. The USDA is an equal opportunity provider, employer and lender. May 2019.

