1-877-328-9677

HOW TO USE YOUR EBT CARD TO MAKE A PURCHASE

Before you shop, check your balance by looking at your last receipt or by calling Customer Service, 1-877-328-9677, toll-free. This balance will be the most you can spend with your card.

Step 1 Choose your groceries and go to the checkout lane. Depending on the store, you may need to separate your eligible food items from non-eligible items. Tell the clerk which benefits you want to use, "food stamp" or "cash." You may use both but you must swipe your card for each transaction.

Step 2 Swipe your card through the Point-of-Sale (POS) terminal or hand your EBT Card to the clerk.

Step 3 Enter your four-number Personal Identification Number (PIN) on the keypad. The terminal will show **** instead of the numbers you entered.

Step 4 Press the "ENTER" key. If you're using cash benefits and you want to get cash back, tell the clerk the amount of cash you want to get back.

Step 5 The clerk enters the amount of your food or cash benefit purchase. If the amount is correct, you press the "OK" or "YES" key.

Step 6 You will get a copy of a printed receipt for each transaction showing:

- Store name and address
- Amount of your purchase
- Your new balances

Step 7 Keep your receipt so you will know your new balance the next time you shop.

Remember, you cannot be charged a fee to use your food stamp benefits and you cannot get cash or change back from your food stamp account.

HOW TO USE YOUR EBT CARD AT AN ATM

Step 1 Insert or swipe your card at the ATM.

Step 2 Enter your four-number Personal Identification Number (PIN) on the keypad and press the "OK" or "ENTER" key.

Step 3 Select "WITHDRAW CASH" and then select "CHECKING." (Some ATMs may use different words.)

Step 4 Enter the amount you wish to withdraw in whole dollar amounts (for example, $20, $200 or some other amount). Tens and Twenties are typically the smallest currency.

Step 5 The ATM will display a screen that tells you the amount of the fee. If you want to accept, press "CONTINUE." If you do not want to pay the fee, press "CANCEL."

Step 6 The ATM will give you your cash and a receipt. Not all ATMs will show your balance on the receipt.

Step 7 Keep your receipt so you will know your balance.

HOW TO USE YOUR EBT CARD TO GET CASH AT A POS MACHINE

Step 1 Ask the clerk if you can withdraw cash benefits at that store and if there is a fee.

Step 2 Swipe your card through the Point-of-Sale (POS) terminal or hand your EBT Card to the clerk.

Step 3 Enter your four-number Personal Identification Number (PIN) on the keypad. The terminal will show **** instead of the numbers you entered.

Step 4 Press the "ENTER" key.

Step 5 Tell the clerk the amount of cash you want to receive.

Step 6 The clerk enters the amount of cash benefits to be withdrawn from your account. If the amount is correct, press the "OK" or "YES" key.

Step 7 You will get a copy of a printed receipt showing:

- Store name and address
- Amount of your cash withdrawal
- Your new cash account balance

Step 8 Keep your receipt so you will know your new balance.

HOW TO CHECK YOUR EBT CARD BALANCE

Your new balance is printed on your last receipt. **Always save your receipts.** If you have lost your last receipt, you may call Customer Service or check your balance at an ATM or POS machine. Checking your balance at an ATM will cost you 25 cents.

If your card is ever lost or stolen, call Customer Service right away at 1-877-328-9677. They will tell you how to get a new card. If you do not report your card lost or stolen, someone else could use your card to spend all your benefits, and these benefits will not be replaced.

CALL CUSTOMER SERVICE TOLL-FREE IF:

- Your card is lost or stolen.
- Your card does not work.
- You want to change your PIN because you forgot it or if someone else knows your PIN. Your public assistance office may also be able to help you change your PIN.
- You want to find out how much you have left in your accounts.
- You have been charged for a purchase but you didn't get the goods or if you were charged too much for what you bought.
- You have other questions or problems.

24 hours a day/7 days a week

1-877-328-9677

TTY: 1-800-735-2929

Refer to the chart in your EBT Training Pamphlet and enter the days that benefits will go into your accounts:

_____

Food stamp benefits (1st through 10th day of the month)

_____

Cash benefits (1st, 2nd or 3rd day of the month)

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STATE OF CALIFORNIA
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HEALTH AND HUMAN SERVICES AGENCY
Kimberly Belshé, Secretary
DEPARTMENT OF SOCIAL SERVICES

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