PROTECT YOUR BENEFITS!

SNAP benefits are an important way to help you and your family buy the food you need. It's important to know how to recognize scams and protect yourself from fraud. This page will provide helpful tips to keep your benefits safe and secure.

TIPS AND RESOURCES TO HELP PREVENT FRAUD
The following tips can be used to help keep your card and benefits safe:

- **Order a Replacement Card.** If your card has been lost or stolen, you should cancel your card and request a replacement card immediately using the ebtEDGE Mobile App, the ebtEDGE Cardholder Portal or by calling Cardholder Customer Service at 800.604.5099.
- **Block online and out-of-state transactions.** You can stop your card from being used online or in other states by adjusting your settings in the EBT App or Cardholder Portal.
- **Freeze your card.** If you lose your card or need time to look for it, you can temporarily freeze it so no one else can use it.
- **Change your PIN often.** Change your PIN at least once a month, ideally just before your benefits are added.
- **Avoid simple PINs**. Number combinations such as 1111, 1234 or 9876 may be easy for others to guess.
- **Keep your PIN and card number secret**. Do not share your PIN or card number with anyone outside your household. Cover the keypad when you enter your PIN on a machine.
- **Check your account regularly.** Look for any purchases you don't recognize. If you see anything suspicious, change your PIN right away and report it to your local SNAP office.
- **Sign up for alerts.** Get text or email notifications by registering through the FIS ebtEDGE app or portal.
    - Benefit deposits
    - PIN changes
    - Card and Account Status changes
    - Dispute Updates
- **Stay up to date.** Check your EBT account anytime using the ebtEDGE Mobile App or Cardholder Portal. You can view transactions, deposit history, and manage card settings 24/7.
- **Beware of scams.** State agencies and EBT processors will never call, text, or email you to ask for your PIN or card number.

Visit the FNA website to learn more about SNAP Fraud Prevention!

WHAT IS SNAP SKIMMING
Perpetrators place skimming devices on the retailers' credit card terminals. Individuals posing as legitimate patrons usually accomplish this during public store hours. The skimmed data is transmitted remotely and then placed on a cloned magnetic swipe card. The stolen information is used to purchase goods from other stores, often in another state**.**

WHAT SHOULD YOU LOOK FOR
Card skimmers often look like part of the card reader, making them difficult to detect, but clients and retailers can identify the devices by looking for the following:

- Evidence of loose pieces that have been glued or tapped in place.
- Places where a video camera may face the card reader or PIN pad of a register.
- Number keys that feel soft, spongy or covered in plastic.

BENEFIT REPLACEMENT
Due to federal funding no longer being available, any SNAP benefits stolen by EBT card skimming on or after Dec. 21, 2024, cannot be replaced.

WHO SHOULD YOU TELL
Contact your local DSS office if you think you are the victim of card fraud/skimming.