



**This guide provides information
about using your Virginia EBT Card.**

**To see your balance amount,
history and other information,
visit:**

connectebt.com/vaebtclient

WELCOME TO THE VIRGINIA EBT CARD!

You can use this card to access your SNAP (food) benefits.

Call 1-866-281-2448 to activate your card

- Call 1-866-281-2448 (toll-free)
 - Press 1 for English or 2 for Spanish
- Enter your 16-digit card number
- Enter the last 4 digits of the Social Security Number (SSN) of the person on the case, followed by the pound sign.
 - **PLEASE NOTE:** If you do not have an SSN, you will be asked to enter your 7-digit case number.
- Enter the date of birth of the person on the case, using two digits for month (May = 05), two digits for day (08), and four digits for year (1995).



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Selecting a Personal Identification Number (PIN)



- After entering SSN and date of birth, you must select a 4-digit PIN for your card
 - The PIN should be easy for you to remember but hard for others to guess
- Enter the 4-digit PIN you want to use, and then press the pound sign.
- To verify your entry, re-enter your 4-digit PIN, followed by the pound sign.
- When you successfully complete these steps, you will hear this message:

*“You successfully selected your PIN. Your card is ready to use.
Please do not write your PIN on your card.”*

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Personal Identification Number (PIN) Safety

- NEVER write your PIN on your card or anything you keep with your card
- NEVER tell your PIN to a cashier or store employee
- **Keep your card!** This card never expires, even if you are no longer eligible for benefits
- **CAUTION:** If your benefits are stolen because someone else uses your card and PIN, benefits will NOT be replaced



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Tips for Setting your PIN number

1. Choose a PIN that is easy to remember but hard for someone else to guess.
2. Don't use numbers that are easy like your address or phone number.
3. Memorize your PIN, don't write it down.
4. NEVER tell anyone your PIN!



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Card or PIN Replacement

- If your card is lost, stolen or damaged, or
- If you forgot or would like to change your PIN:

Go to:

connectebt.com/vaebtclient

or use the ConnectEBT mobile application

or call Customer Service at

1-866-281-2448



NOTE: One free card replacement per year, then \$2.00 for each additional card.

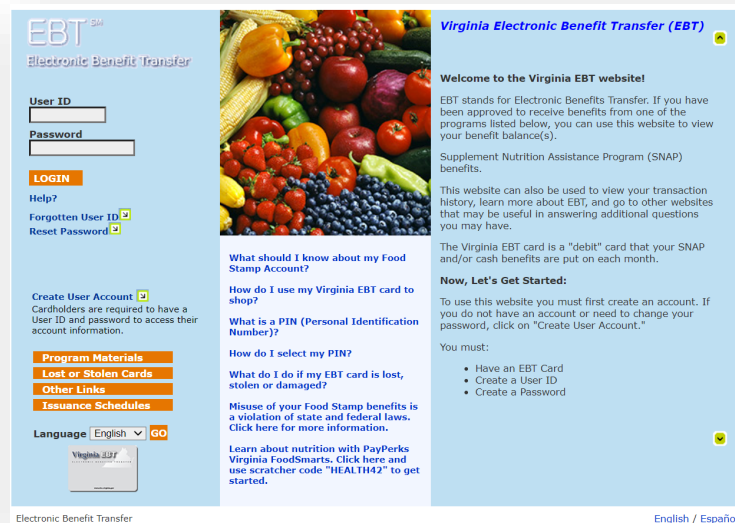
REGISTER YOUR EBT CARD ACCOUNT

First-time users must register their EBT Card Account and select a **User ID** and **password**, using:

ConnectEBT Website

connectebt.com/vaebtclient

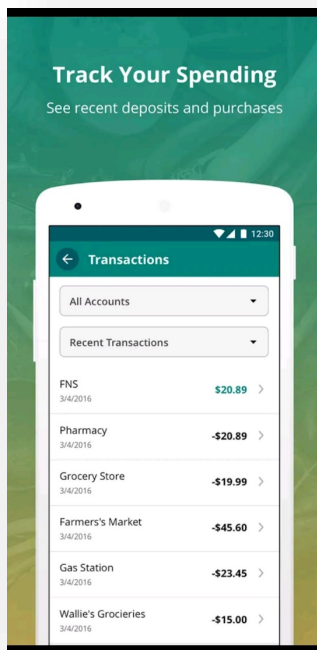
**ConnectEBT
Mobile App**



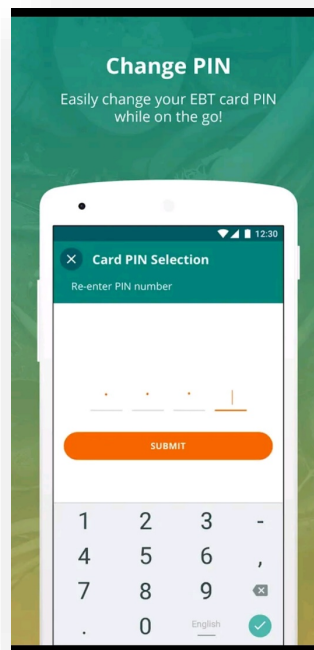
CONNECTEBT MOBILE APP

An easy and free way to manage your EBT card – *available 24 hours a day!*

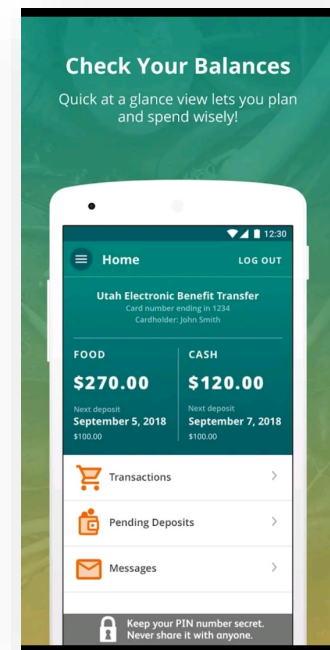
Review up to 12 months
of transaction history



Change your PIN



Confirm last deposit, or
check your balance



FREE download from Google Play for Android phones or Apple App Store for iPhones

HOW TO USE YOUR VIRGINIA EBT CARD

To use your SNAP benefits, look for stores and retailers that display the QUEST logo or have signs that read 'EBT Accepted Here' or 'SNAP Accepted Here.'



Buying Groceries

- Select “EBT” on the merchant’s terminal and enter your 4-digit PIN
- Select SNAP or tell the cashier to select SNAP
- Keep your receipt – it shows your account balance
- SNAP transactions are unlimited and there is no minimum dollar amount per transaction



USING YOUR VIRGINIA EBT CARD

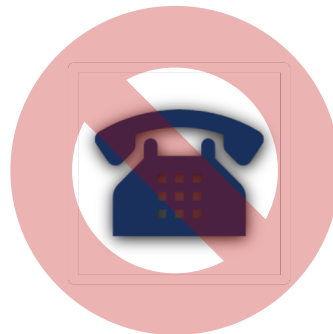
Four ways to check the balance on your card:

- Log on to: connectebt.com/vaebtclient
- Call Customer Service at **1-866-281-2448**
- Use the **ConnectEBT** mobile application (free download from Google Play or Apple App Store)
- Check your last receipt for your balance
 - The receipt will also list the date, merchant name, location, transaction type and amount



IF THE PHONE SYSTEM IS DOWN

- A retailer can process a SNAP manual voucher if the merchant terminal is not working
- The retailer will complete the manual voucher with details of your purchase and card information
- You will be required to sign the manual voucher
- **DO NOT** write your PIN on the voucher
- Your SNAP account will be charged when the system is back online



BENEFITS ARE FOR YOUR SNAP HOUSEHOLD ONLY!

Illegal use of benefits

- Illegal use of your benefits includes:
 - Selling, trading or giving away your benefits and using or buying someone else's benefits
 - Allowing a retailer to buy your SNAP benefits in exchange for cash or non-food items
- Misusing benefits results in consequences
 - Misused benefits lead to program disqualifications and fines
 - The Commonwealth can forward cardholder information to the city/county prosecutor for misuse



VIRGINIA EBT CARD FAQ'S

Frequently Asked Questions (FAQs)

- *Can someone else use my card for me?*
 - The head of the household, spouse or any other responsible member of the household may designate an authorized representative.
 - The authorized representative will receive a separate EBT card and may act on behalf of the household in applying for SNAP or using the EBT card.
- *What happens if I don't use all my benefits?*
 - Your balance at the end of the month is carried over to the next month. However, if you don't use your account, your SNAP benefits will be removed after 274 days of inactivity. You will receive 30-day notice prior to removal of benefits.



VIRGINIA EBT CARD FAQ'S

Frequently Asked Questions (FAQs)

- *What adjustments are made to my benefits?*
 - The cardholder's account may be adjusted due to errors. The cardholder has a right to notice when an adjustment is made, to request a fair hearing regarding the adjustment, and to receive provisional credit until the hearing decision is rendered. To request an adjustment, call **1-866-281-2448**. To request a fair hearing, call **1-800-552-3431**.
- *What if I have other questions about my card?*
 - Go to connectebt.com/vaebtclient or call the EBT Customer Service toll-free number at **1-866-281-2448** with any questions you have about your Virginia EBT Card.



HOW TO GET HELP

EBT Customer Service: 1-866-281-2448

(24 hours/day, 7 days/week)

Online account access: connectebt.com/vaebtclient

Report Fraud!

Buying, selling, or otherwise misusing SNAP benefits is a federal crime.

To confidentially report suspected abuse, visit

www.usda.gov/oig/hotline.htm or call 1-800-424-9121

USDA is an equal opportunity provider and employer.