

Welcome to New Hampshire (NH) Electronic Benefits Transfer (EBT)

*The safe, convenient and
easy way for you to use
your benefits!*



Two types of benefits may be issued on an EBT Card:

- Food Stamps; and
- Cash, if you choose to have your Cash benefits issued to you via EBT.

Your EBT Card contains only the types of benefits for which you qualify. If you qualify for both Food Stamp and Cash benefits and you choose to have your Cash benefits issued to you via EBT, both types of benefits are issued on your single EBT Card.

Once you qualify for Food Stamp or Cash benefits, your benefits are automatically added to your EBT account at 6:00 a.m. on the same day each month, even if it falls on a weekend or holiday.

- Food Stamp benefits are added to your EBT Card on the 5th of each month.
- Cash benefits are issued semimonthly. One-half of your monthly grant is added to your EBT Card on the 15th and the 30th of each month. In February, the second semimonthly payment is added to your EBT Card on the last day of the month.

You use the same NH EBT Card every month to get your benefits. As you use your benefits, your account balance decreases.

Unused benefits are carried over to the next month but you must use your Cash benefits at least once every 90 days and your Food Stamp benefits once every 365 days. Cash benefits unused for 90 days and Food Stamp

benefits unused for 365 days are removed from your EBT Card and not returned to you.

Your EBT account can only be used to access your NH Cash or Food Stamp benefits. You cannot make a deposit into your EBT account or receive benefits from a different state on your NH EBT Card.

HOW TO USE YOUR FOOD STAMP BENEFITS

You can use your Food Stamp benefits to buy the following items at participating locations:

- Foods for the household to eat, such as:
 - breads and cereals;
 - fruits and vegetables;
 - meats, fish, and poultry; and
 - dairy products.
- Seeds and plants to produce food for the household to eat.

You **CANNOT** access Food Stamp benefits at an Automated Teller Machine (ATM) or to buy:

- Beer, wine, liquor, cigarettes, or tobacco;
- Any nonfood items such as pet foods, soaps, paper products, diapers, household supplies, or personal hygiene items;
- Vitamins, medicines; or
- Hot foods or food that is eaten in the store.

To use your Food Stamp benefits:

- Swipe your EBT Card through the Point-Of-Sale (POS) terminal OR hand your EBT Card to the clerk/cashier.
- Select the Food Purchase option on the POS terminal.
- Enter your 4-digit Personal Identification Number (PIN) on the keypad. The POS terminal will show ****. **NEVER give your PIN to the cashier!**
- Follow the instructions on the screen.
- Confirm the information on the receipt is correct.
- Keep this receipt so you will know your new balance the next time you shop.

The exact amount of your food purchase is deducted from your EBT Card. Stores will not give you change for Food Stamp purchases.

There is no transaction fee or minimum purchase requirement when using Food Stamp benefits.

HOW TO USE YOUR CASH BENEFITS

You may use the Cash benefits on your EBT Card:

- At any non-prohibited store, to:
 - Pay for purchases; and
 - Get cash back at participating stores.
- At any non-prohibited ATM where you see the **QUEST** logo, to:
 - Withdraw your Cash benefits; or
 - Check your cash balance.

You cannot use your EBT Card or cash obtained from your EBT Card at or in the following prohibited locations:

- Locations that primarily sell alcoholic beverages (greater than 50% visible inventory) or primarily engage in body piercing, branding, or tattooing;
- Gaming establishments, or cigar, pipe, smoke, or tobacco stores/stands/shops;
- Most marijuana dispensaries; or
- Businesses that provide adult-oriented entertainment, whether live, video, or in print (greater than 50% visible inventory).

To get your Cash benefits at an ATM:

- Insert or swipe your EBT Card, and follow the instructions on the ATM screen.
- Enter your PIN.
- Select “Withdraw Cash” and then select “Checking”.
- Enter whole dollar amounts (for example, \$20, \$40, \$60, etc. If your balance is less than this amount, you can get cash back in smaller amounts at participating stores).
- Take your money and keep your receipt.

- Call EBT Customer Service (1-888-997-9777) immediately if any problem occurs with the ATM transaction.

You are permitted two free cash withdrawals every month. For each withdrawal after two, there is a \$0.50 transaction fee automatically deducted from your account balance. This EBT-related fee is only applied if there are no ATM fees that are charged.

EBT QUESTIONS AND ANSWERS

WHAT DO I DO WHEN I GET MY EBT CARD?

First, sign the back of your Card. You must then select a 4 digit Personal Identification Number (PIN). To select your PIN, you may:

- Call the EBT Customer Service Number (1-888-997-9777). This phone number is on the back of your EBT Card. The automated system will walk you through selecting your PIN. Remember to say the number “zero” for every 0, and not the letter “O”.
- Go to ebtEDGE.com and click on “Cardholder Login” on the left side of the screen. Then enter your 16 digit EBT Card number and hit the “Login” button. Next, you will be prompted to select your PIN.
- If you do not have access to a phone or the internet, you may go to your local District Office to select your PIN. Let the associate at the window know you need to select your PIN, and they will walk you through the process.

Once your PIN is selected, you may access any benefits on your EBT account with your EBT Card.

Do not write your PIN on your EBT Card!

HOW DO I TAKE CARE OF MY EBT CARD?

- Keep your EBT Card safe and clean.
- Do not bend your EBT Card.

- Keep your EBT Card away from magnets and electronic equipment (TVs, radios, VCRs, microwaves, etc.).
- Do not place it in direct sunlight (i.e., on your car's dashboard).
- Do not throw your EBT Card away. You will use the same EBT Card every month as long as you receive benefits.

WHAT DO I DO IF MY EBT CARD IS LOST, STOLEN, OR DAMAGED?

You can either:

- Call EBT Customer Service (1-888-997-9777) to order a new EBT Card. They are open 7 days a week, 24 hours a day; or
- Go to your local District Office and ask for your EBT Card to be replaced.

Your new EBT Card will be sent to your mailing address on file.

WHAT IS THE PIN ON MY NEW EBT CARD?

Your PIN will not change when you get a new EBT Card. It will be the same PIN that you had for your lost, stolen or damaged Card.

WHAT HAPPENS IF I FIND MY EBT CARD AFTER I HAVE REPORTED IT LOST OR STOLEN?

You will have to wait for your new EBT Card. Once your EBT Card is reported as lost, stolen, or damaged, it is automatically deactivated, and cannot be reactivated.

WHAT HAPPENS IF I CALL EBT CUSTOMER SERVICE AND THEY TELL ME THAT THE ADDRESS I GAVE THEM IS INCORRECT?

You cannot change your address when you call EBT Customer Service. You must contact your local District Office, or the DHHS Customer Service Center (1-844-275-3447) to change your address. You can then call the EBT Customer Service number the day after your address was changed to order a new EBT Card.

WHAT IF I FORGET MY PIN?

If you forget your PIN you must contact your local District Office to change it. No one will be able to tell you your PIN, because no one else knows it but you.

WHAT IF I ENTER THE WRONG PIN?

If you are having trouble remembering your PIN, DO NOT try to guess it when entering it on a POS terminal or ATM. You have 4 chances to enter the correct number. If the correct PIN is not entered by the fourth try, a hold is placed on your account. You won't be able to use the EBT Card again until after midnight. In some cases, an ATM may take your EBT Card. If the ATM keeps your EBT Card, contact EBT Customer Service for a new EBT Card.

HOW DO I CHECK MY ACCOUNT BALANCE?

To check your account balance, you can:

- Call the toll free EBT Customer Service number on the back of your EBT Card, available 24 hours a day 7 days a week.
- Go to ebtEDGE.com where you can see your account balance and recent transactions.
- For your cash benefits only, you can do a balance inquiry transaction at an ATM.
- Go to your local District Office to check your account balance.

You should always check your account balance before you use your EBT Card.

WHAT IS A MANUAL VOUCHER?

Manual vouchers are only used for Food Stamp benefits. They are used only when:

- You want to use your Food Stamp benefits over the phone; or
- You are at a store and the POS terminal is not working.

The voucher will have your EBT Card number and the amount you are spending. DO NOT tell anyone your PIN. The retailer will call to find out if you have enough Food Stamp benefits in your EBT account to make the purchase.

WHAT IF I AM HAVING TROUBLE USING MY BENEFITS OR KEEPING TRACK OF MY EBT CARD?

You may choose a person, called an Authorized Representative (AR) to help you with your benefits. ARs can:

- Help you with your own EBT Card; or
- Receive an EBT Card that has their name on it. This way they can have access to your benefits at any time.

HOW DO I GET AN AR?

To get an AR you must select someone you can trust. We cannot choose someone for you. If your AR loses or steals your benefits, those benefits will not be replaced. This person can be:

- A friend or a family member; or
- Any person who has a concern for your well-being.

Once you know who you want to be your AR, contact your local District Office, or go to dhhs.nh.gov/dfa/forms, and get DFA Form 778, *Authorized Representative Declaration*. Complete this form and return it to DHHS.

FOOD STAMP WARNING:

Intentional misuse of an EBT Card is a crime. You may be disqualified to receive Food Stamp benefits and/or prosecuted if you use your EBT Card for illegal purposes, which includes selling your EBT Card and PIN for cash, drugs, or other items, or exchanging Food Stamp benefits for cash at a retailer.

REMINDER:

Never tell your PIN to anyone! If someone knows your PIN and they use your benefits, those benefits will not be replaced. If you think someone might have found out your PIN, CHANGE IT!

DFA Form 77G
09/15
DFA SR 15-12



**TOLL-FREE EBT CUSTOMER SERVICE
AVAILABLE 24 HOURS A DAY, 7 DAYS A WEEK
1-888-997-9777 WWW.EBTEDGE.COM**

*If your EBT Card is lost, stolen, or damaged,
call EBT Customer Service right away - a
new EBT Card will be mailed to you!*