



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

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

The information in this brochure is for using your EBT Card for benefits, including SNAP and Cash benefits.

If you qualify for both SNAP and Cash benefits and you want your Cash benefits issued on an EBT Card, both types of benefits are issued on a single EBT Card.

Once you qualify for SNAP or Cash, 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.

- SNAP benefits are added to your EBT Card on the 5th of the month.
- Cash benefits are added to your EBT Card twice a month. One-half will be added on the 15th and 30th of every month. In February, the 2nd payment is added on the last day of the month.

You use the same NH EBT Card every month. 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 SNAP benefits once every 274 days. Cash benefits unused for 90 days and SNAP benefits unused for 274 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 SNAP 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 SNAP Benefits

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

- SNAP benefits are added to your EBT Card on the 5th of the month.
- 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 SNAP benefits at an Automated Teller Machine (ATM) or to buy:

- Alcoholic beverages or tobacco products;
- 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 SNAP 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.

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

Your sales receipt will have the date, retailer's name, location, transaction type, transaction amount, and the remaining balance on your EBT Account.

There is no transaction fee or minimum/maximum dollar amount per transaction when using SNAP benefits. There is no limit on how many transactions you can have in a month.

### How To Use Your Cash Benefits

You may use the Cash benefits on your EBT Card:

- Foods for the household to eat, such as: breads and cereals;
- 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 \$0.45 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 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](http://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 tell anyone your PIN! 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. Your new EBT Card will be sent to your mailing address on file. You cannot change your address with EBT Customer Service; or
- Go to your local District Office and ask for your EBT Card to be replaced. If you need to change your address, you can at your local office.

Once your EBT Card is replaced, the old EBT Card can never be used again. You must wait for the new EBT Card to use your benefits.

## 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 if I forget my PIN?

If you forget your PIN call EBT Customer Service or go to 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. 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, and you will have to order a new one.

## 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.** If you see a transaction on your account that you do not agree with call **1-888-997-9777** to file a claim.

## What if a store claims my transaction was not processed?

You will receive a notice in the mail. The notice will tell you the date, store name that filed the claim, and amount of the transaction. To dispute the claim, call (603) 271-9286 and ask for a fair hearing within 90 days. If you request a hearing within 10 days, we will not remove the benefits from your EBT account until we receive a decision from the hearing.

## What is a Manual Voucher?

Manual vouchers are only used for SNAP benefits. They are used only when:

- You want to use your SNAP 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 SNAP 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?

Select someone you 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, 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](http://dhhs.nh.gov/dfa/forms), and get DFA Form 778, Authorized Representative Declaration. Complete this form and return it to DHHS.

## SNAP Warning:

Intentional misuse of an EBT Card is a crime. You may be disqualified to receive SNAP benefits and/or prosecuted if you use your EBT Card for illegal purposes, including selling your EBT Card and PIN for cash, drugs, or other items, or exchanging SNAP 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 know your PIN, CHANGE IT!

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

# How to Use Your New Hampshire EBT Card

Toll-Free EBT Customer Service Available  
24 Hours a Day, 7 Days a Week

**1-888-997-9777**

**[www.ebtEDGE.com](http://www.ebtEDGE.com)**

The USDA is an equal opportunity provider.

Life Essentials **EBT**

