

EBT CARD SAFETY AND FRAUD PREVENTION

Beware of skimmers at checkout, lost or stolen benefits CANNOT be replaced!



1 Before swiping your card, ask the cashier to check that the terminal hasn't been tampered with.

2 Have the attendant check and ensure that the self-checkout hasn't been tampered with.

Keep Your Card Safe

- Your EBT card never expires, so keep your card safe and secure like you would any debit or credit card
- To protect your card balance from being stolen in between visits to the store you can temporarily freeze your card until you are ready to use it again through any **ebtEDGE** contact option
- Block out-of-state transactions
- Block internet transactions

Protect Your Pin

- Keep your PIN secret
- Changing your PIN through the **ebtEDGE** contact options the day before you get your benefits every month can prevent skimmers from stealing your PIN and benefits

SNAP Reminders: What Can You Buy

Nutrition Assistance EBT benefits can only be used to buy eligible food for your household

- Bread, cereals, fruits, vegetables, meats, fish, and dairy products
- Seeds and plants that you can use to grow your own food

For additional info about what you can and cannot buy, please visit:

 <https://des.az.gov/services/basic-needs/food/nutrition-assistance/faqs>

Trafficking

Trading or selling SNAP EBT card for cash, non-eligible items, or services is known as "trafficking" and it is illegal. If you trade or sell your EBT card you could lose your benefits and face criminal penalties.



ebtEDGE CONTACT OPTIONS

-  **Call:** (888) 997-9333
-  **Online:** www.ebtedge.com
-  **Mobile App:** **ebtEDGE** (available on Google Play or Apple App Stores)

REPORT FRAUD

Be part of the solution, if you suspect someone of misusing or trafficking their EBT benefits report it. All reports can be submitted anonymously.



-  **DES Fraud Line:** 1-800-251-2436
-  **Report Online:** fraudreferralexternal.azdes.gov

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