

### *Tips for keeping your SNAP EBT and Cash cards safe*

#### **What is happening?**

According to the Federal Food and Nutrition Service, Ohio is among a number of states being targeted by criminals stealing Supplemental Nutrition Assistance Program (SNAP) benefits. This is known as skimming. In skimming, criminals use a device placed over a point-of-sale card reader that steals information from payment cards like SNAP EBT and cash assistance cards. This means SNAP or cash assistance benefits could be stolen without you knowing.

#### **What steps should I take to help stop this?**

You do NOT need to ask for a new card. The Ohio Department of Job and Family Services suggests these steps for anyone using a SNAP or cash assistance card.

- Take the time now to change the personal identification number (PIN) for your EBT or cash cards.
- Change your PIN monthly, before each scheduled benefit deposit.
- You may want to change your PIN after making an online purchase using an EBT or cash card and PIN.
- Never share the EBT or cash card number or PIN if asked for through an email, text message, or over the phone.
- Carefully look at any card reader before using your card: Skimming devices can be placed over the card reader. Check if a reader sticks out or doesn't seem secure.
- When using your card, cover the keypad with your body or hand to stop someone from seeing your PIN. Scammers sometimes try to get your PIN by watching from a distance.

#### **How do I change my PIN?**

You can change your PIN by logging into your online account at <https://www.connectebt.com/> for SNAP or <https://www.eppicard.com/> for cash cards. You can also call **1-866-386-3071** for SNAP or **1-866-320-8822** for cash cards and follow the prompts to change your PIN.

#### **What do I do if I think my benefits were stolen?**

If you believe your benefits were stolen, change the EBT or cash PIN number right away. Then ask for a new EBT or cash card by calling **1-866-386-3071** for SNAP or **1-866-320-8822** for cash cards. Notify your local County Department of Job and Family Services and file a theft report with your local law enforcement agency. Contact information for your local JFS may be found at <https://jfs.ohio.gov>.