

Are you traveling out of the District of Columbia with your Capital Access EBT Card? If so, you may need to call to unlock your card for use.



To protect District of Columbia Electronic benefit transfer (EBT) cardholders from benefit loss due to fraud, the District of Columbia may block EBT transactions in cities/states where benefit theft fraud has taken place.

If you plan to use your EBT card outside of the DC Metro area (DC, MD, VA), please call **(202) 671-4460** during business hours (8:15am - 4:45pm) and after business hours contact (202) 673-4464 before you travel. The District of Columbia Fraud Investigation team can help unblock your card for use if your destination is a city/state where EBT transactions are being blocked.

## How can you protect yourself against fraud?

- You can freeze your EBT card to stop new purchases and PIN changes. Log into ebtEDGE mobile app from your smartphone, or log into the Cardholder Portal at [www.ebtedge.com](http://www.ebtedge.com) for more information.
- Change your PIN often. Do not share your PIN with anyone. Scammers pose as other people and ask for PINS, threatening a stop in benefits. We will never ask for your PIN.
- If you are concerned or believe your card may be at-risk, change your PIN.

