

Here is your Pennsylvania EBT Card.

Electronic Benefits Transfer (EBT) is the way you will receive your benefits.

This is your permanent card. You will use the attached Pennsylvania EBT Card wherever you see the “Quest” sign displayed.



Do Not Throw This Card Away!

It is the only way to get your benefits!

Pennsylvania is updating it's EBT Card in 2019.

The USDA is an equal opportunity provider and employer.

Keep Your PIN Secret!

- If you forgot your PIN or if someone knows your PIN, call Customer Service at **1-888-328-7366** to change it.
- Never write your PIN on your card or anything that you keep with your card.
- Never give your PIN to your caseworker, family members, store cashiers or anyone else unless you want them to have access to ALL your benefits.
- If someone takes your card and knows your PIN, they can use ALL your benefits. These benefits will not be replaced.



Please Note:

Your card will not work until you have selected a 4-digit Personal Identification Number (PIN).

To select your PIN you must do one of the following:

- Call Customer Service at **1-888-328-7366**, enter your 19-digit card number and select the “PIN Selection” option from the main menu, or
- Visit your local County Assistance Office.

Even if you are receiving a replacement card, your card will not work until you have selected a new PIN.



Access Your EBT Account Online at www.ConnectEBT.com

- Check your balance
- Review your transaction history
- Change your PIN
- Contact Customer Service and more

Important!

- To protect your account, sign your name in ink on the white stripe on the back of your card right away!
- Read the enclosed attachment for more information about your card.
- If you lose or damage your card, call Customer Service at **1-888-328-7366** to get a replacement card. You can also request a replacement card through your local County Assistance Office.

Your use of the EBT Card for Supplemental Nutrition Assistance Program (SNAP) benefits is considered an electronic signature and an acknowledgement that you understand and agree to your rights and responsibilities under SNAP.

The toll-free Customer Service number, **1-888-328-7366**,
is available 24 hours a day, 7 days a week to help you.



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