

GOVERNMENT OF THE DISTRICT OF COLUMBIA  
DEPARTMENT OF HUMAN SERVICES



**Important Information About Your Electronic Benefit Transfer (EBT) Card**

**KEEP YOUR EBT CARD SECURE AT ALL TIMES.**

**Benefits are loaded onto this card every month you are eligible.**

**Hold onto this card because benefits may be re-loaded after gaps in eligibility.**

**Fidelity Information Services (FIS)** is the District's EBT card company. Please look for mail from FIS which may contain important information or your new EBT card.

**If you do not already have an EBT card...**

You will be provided with an EBT card to use your food, cash, and/or energy benefits. Your EBT card will be mailed to the mailing address that the District has on file and will be pre-loaded with your benefits. The mailing address on file for your household is the address this notice was mailed to. Your new EBT card should arrive in 5 to 7 business days.

Once you receive your EBT card in the mail from FIS, you need to activate the card and create a personal identification number (PIN). Please read the instructions about activating your card below carefully.

Call FIS at (888) 304-9167 to activate your card. Enter the following information when asked:

- **Primary Cardholder's Date of Birth**
- **Last 4 Digits of the Primary Cardholder's Social Security Number**
- **Primary Cardholder's Zip Code**

**If you already have an EBT card...**

Your food or cash assistance benefits will be automatically loaded onto your existing EBT card.

**Check Your Balance**

Know your balance before you go shopping. The amount of EBT benefits on your card will be printed on your receipt. You can also check your balance on the internet at [www.ebtedge.com](http://www.ebtedge.com) or download the EBT Edge Mobile app from the Apple or Google Play store to see transaction history, account balances, or to find stores that accept EBT cards. You can also check your balance by calling FIS at (888) 304-9167.

**Lost, Stolen, Damaged EBT Card**

It is important that you always keep your EBT card secure to avoid delays in accessing your benefits. If you lose your card, it is stolen, or becomes damaged and you need a replacement, call FIS at (888) 304-9167.

**Changing your PIN or Report a Stolen PIN**

Keep your PIN secure and never share it with **anyone**. If you cannot remember your PIN or if someone finds out your PIN, call the FIS at (888) 304-9167 to select a new PIN.

**Misuse/Abuse of EBT Card and Benefits**

## **FOOD STAMPS PENALTY WARNINGS**

Any member of your SNAP household who deliberately breaks any of the following rules can be barred from the SNAP for one year after the first violation, barred for two years after the second violation and barred permanently for the third violation. The individual can also be fined up to \$250,000, imprisoned up to ten years, or both. A Court can also bar an individual from the SNAP program for an additional 18 months for any violation. The individual may also be subject to further prosecution under other related federal laws.

- Do not give false information, or hide information, to receive or continue to receive SNAP benefits.
- Do not trade or sell SNAP benefits or authorization (EBT) cards.
- Do not alter authorization (EBT) cards to get food stamps that you are not entitled to receive.
- Do not use SNAP benefits to purchase ineligible items such as alcoholic beverages or tobacco.
- Do not use anyone else's SNAP benefits or authorization (EBT) cards for your household.

### **If You Think We Made a Mistake**

If you do not agree with the decision we made, the household may request a fair hearing within 90 days of the date of this notice. Read the attached Hearing Rights to learn how to request a hearing and for a list of organizations that may provide free legal representation. You may request a hearing orally or in writing.

If you have questions, please call (202) 724-5506. If you are Hearing Impaired, you may call TTY/TDD 711 (855) 532-5465.