

Helpful EBT Tips & Resources

- **Proper Care and Use**
 - Keep your card safe in a purse or wallet and keep the card clean, but do not get it wet.
 - Do not bend or fold your card and keep it away from magnets, TVs, stereos, VCRs, microwaves and direct sunlight.
 - Keep the magnetic strip clean and free of scratches
- **Protect your PIN** – Write your PIN down at home and keep it in a safe place. Never under any circumstance give your pin number out to anyone.
- **Fraud Alert** – Be aware and on the lookout for potential scammers during COVID-19, that may be trying to steal personal information. If individuals receiving SNAP are contacted and unsure if a request for information is legitimate, contact your local SNAP office as soon as possible. If you believe you are the victim of identity theft, contact your local police department regarding procedures for filing a report.
- **What can I purchase?**
 - Foods for you and your household such as:
 - Breads, cereals, fruits, vegetables, meat, fish, poultry and dairy products
 - Seeds and plants which produce food
 - Meals prepared in group homes, senior citizen meal sites, or home delivered senior meals (Meals on Wheels)
- **What you CANNOT purchase:**
 - Nonfood items
 - Pet food, soap, paper, household products, grooming and cosmetic items
 - Vitamins and medicines
 - Beer, wine, liquor, cigarettes or tobacco
- **ebtEDGE mobile app, what information does it provide?**
 - Deposit and transaction history, benefit schedule, locating SNAP retailers near your location.
 - To download the app, look for the logo to the right in the Apple App Store or Google Play, by searching ebtEDGE.
- **FIS Customer Service Helpline** – 1.200.630.4655 --- **FIS Online Portal** – www.ebtedge.com
- **EBT Client Handbook** – Please refer to the Department of Human Services website to view a PDF copy of the EBT Client Handbook.
 - <http://www.nd.gov/dhs/services/financialhelp/foodstamps.html>
- **Penalties for Misuse**
 - It is against the law to sell or trade your EBT card. If you are caught using your EBT card in an unlawful manner, you may be disqualified from the Supplemental Nutrition Assistance Program and/or be referred for criminal prosecution by the Office of the Inspector General. The regulations also require counties to pursue intentional program violation anytime a SNAP recipient has made a false or misleading statement, misrepresented, concealed, or withheld facts or, the individual has committed any act that constitutes a violation of the Food and Nutrition Act, SNAP regulations, or any State statute for the purpose of using, presenting, acquiring, receiving, possessing, or trafficking of benefits.

