



DEPARTMENT OF HUMAN SERVICES

Wes Moore, Governor · Aruna Miller, Lt. Governor · Stacy L. Rodgers, Acting Secretary

**May 1, 2026**

**Subject: A New EBT Card is Coming to Maryland**

Dear EBT Cardholders:

The Maryland Department of Human Services (DHS) is excited to announce the rollout of new, more secure Electronic Benefit Transfer (EBT) cards. Starting this summer, we will be sending new EBT cards to all cardholders.

**Why this change is happening:**

These new EBT cards will use EMV (Europay, Mastercard, Visa) chip and tap technology, similar to other credit or debit cards that you may have. (Front of the card below) This added security makes it harder for thieves to take your information and helps keep your benefits safe.



**Important Changes and Dates:**

- **You will not be able to use your card to buy food or withdraw cash at stores or ATMs from:**

Start: 12:00 AM on Sunday, May 17, 2026 (midnight)

End: 12:00 PM on Sunday, May 17, 2026 (noon)

- **You will not be able to change your PIN or lock your card from:**  
 Start: 11:00 PM on Friday, May 15, 2026  
 End: 12:00 PM on Sunday, May 17, 2026
- **May 16, 2026 is the last day to use the [ConnectEBT site](#) or app to manage your benefits.**
- Beginning on Monday, May 18, manage your benefits by registering for a new account on the [ebtEdge Cardholder Portal](#) or by downloading the ebtEdge app. [iOS](#) / [Android](#)
- Beginning in July, Maryland will begin mailing new EBT cards to our cardholders. When you receive your new card this summer, follow the instructions in the envelope to activate it.

### What you need to do:

- **Plan purchases ahead:** Please buy groceries and use the ATM before this scheduled downtime begins on Sunday, May 17 at midnight through noon on Sunday.
- **On May 18th, set up your new ebtEdge account:** Register for a new account on the [ebtEdge](#) website or by downloading the ebtEdge app ([iOS](#) / [Android](#)). If you're having trouble, start with these [step-by-step instructions](#).
- **Be wary of scams:** Do not share your card information or PIN with anyone. State staff will never call or text you to ask for your EBT card number or PIN. The official state EBT website will never ask for your card number or PIN on its first page. Watch out for fake websites that look like the official EBT site. If you get suspicious calls, texts, or links asking for your EBT details, do not reply or enter any personal information.
- **That's it:** You do not need to do anything with your current EBT card. Your PIN will stay the same, and you will be able to use your card again once the updates are complete.

### Help and support:

- **Check your balance:** Prior to May 17th, visit [www.connectebt.com](http://www.connectebt.com) or use the ConnectEBT mobile app. Beginning on May 18th, register for a new account on the [ebtEdge](#) website or by downloading the ebtEdge app. ([iOS](#) / [Android](#))

- **Cardholder helpline:** Call 1-800-997-2222 (available 24/7, except during the scheduled downtime). TTY (Hearing/Speech Impaired): 1-800-735-2258
- **Report fraud:** Call 202-690-1622 or visit [www.usda.gov/oig/hotline.htm](http://www.usda.gov/oig/hotline.htm) if you suspect fraud
- **Learn more:** For the latest information on what to expect and how we are making EBT cards easier to use and more secure, visit <https://dhs.maryland.gov/ebt-updates>.

Thank you for your patience as we work to bring you a more secure way to access your benefits.

Best regards,

A handwritten signature in blue ink that reads "Stacy L. Rodgers". The signature is written in a cursive style.

Stacy L. Rodgers, MPA  
Acting Secretary