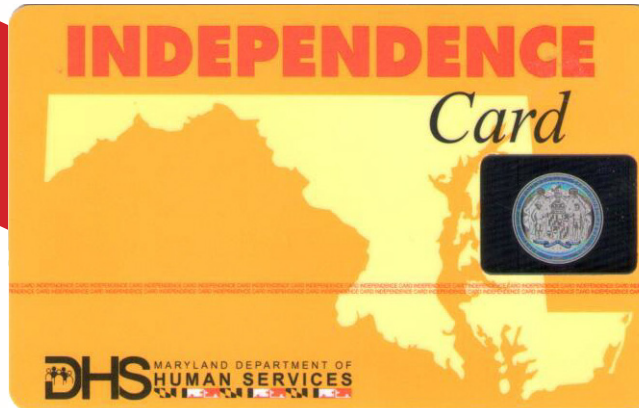


Electronic Benefits Transfer (EBT) Card Suspicious Activity, Programs Affected:

Supplemental Nutrition Assistance Program (SNAP),
Temporary Cash Assistance (TCA),
Temporary Disability Assistance Program (TDAP)



If a customer reports suspicious activity on their EBT card, the following actions must be taken:



- The customer can call Maryland EBT at 1-800-997-2222 to report the card stolen, or suspicious activity and request a new EBT card. If applicable, the customer can schedule an appointment at their Local Department of Social Services (LDSS) to pick up an EBT card if this is the most suitable replacement option for the customer's circumstances.

- To avoid delays - A LDSS EBT Trainer has the ability to cancel the card and reissue a new one to be mailed to the customer.



- Theft of benefits issued on an EBT card is a crime. The customer should report the crime to their local police authority, and submit a copy of the police report to the LDSS.



- The LDSS must report this incident to the State of Maryland Office of Inspector General (OIG) by emailing OIG at oig.mail@maryland.gov.



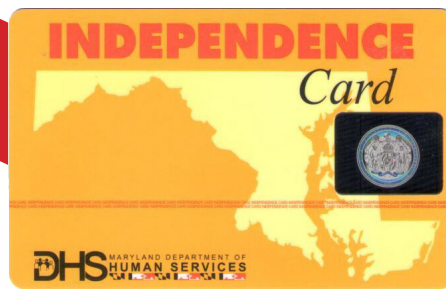
- Federal funds cannot be used to replace stolen SNAP or Cash benefits.

- It is IMPORTANT that if a customer reports their card has been compromised, we ensure the card is not further compromised by confirming the compromised EBT card has been canceled within 24-48 hours of the customer reporting the situation to the LDSS.

Resources for customers: Additional resources can be found at Maryland Food Bank at mdfoodbank.org/find-food/ and Capital Area Food Bank at capitalareafoodbank.org/find-food-assistance/ for emergency food assistance.



TIPS to protect your EBT card:



- We encourage you to report any EBT fraud to your local police department and submit a copy of the police report to your Local Department of Social Services.
- Your EBT card cannot be accessed without a PIN; Change your PIN often. You can do that today by calling the number on the back of your EBT card. You can also change your PIN online at www.connectebt.com/mdebtclient.
- If you use your benefits for online purchases, be sure that you have a strong password (one that is not easy to guess). You are also advised to change your password at least once every three months.
- Use only a USDA-approved payment vendor to make cash transactions. For information on USDA approved vendors, visit https://www.connectebt.com/mdebtclient/ebt_link.jsp
- If you are using an ATM, examine the card slot to ensure it has not been tampered with before inserting your card.
- If your benefits have already been compromised, call your local Department of Social Services to freeze the use of your card. This will prevent new unauthorized transactions on your card.
- If your card has been stolen or lost, you must call the Maryland EBT Customer Call Center at 1-800-997-2222 to order a replacement card. When activating the replacement card, please be sure to create a unique PIN number (avoid reusing the old PIN).
- Maryland EBT Customer Call Center at 1-800-997-2222 is accessible 24 hours a day, 7 days a week.
- Click this link or access this site <https://www.1stunitedcu.org/more-for-you/financial-wellness/ten-tips-to-prevent-card-skimming-fraud> for additional steps that you can take to protect your EBT and other bank cards.

Customers who need assistance may use this link <https://dhs.maryland.gov/about-dhs/customer-service/> this provides a tracking number and keeps DHS accountable to you. On Facebook you can send through messenger your issue <https://www.facebook.com/MDHumanServices> or you can call 443-930-1577 which is a Direct line to the Constituent Service office at DHS.

Resources:

SNAP scam alerts

HHS scam alerts

DHS News

