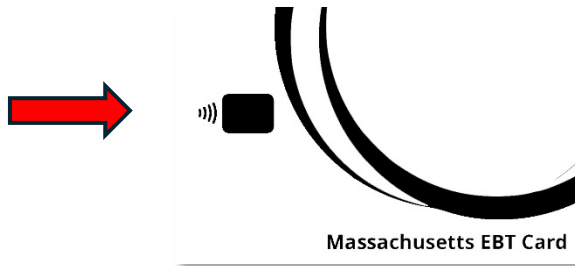


IMPORTANT! DO YOU HAVE A CHIP/TAP EBT CARD?

Action needed before November 29, 2026.



I do not have an EBT card with a chip. What do I do?

Request a new chip/tap EBT card right away. You can do this by:

- Using DTA Connect
- Calling the DTA Assistance Line at 877-382-2363 and following the automated prompts
- Calling the EBT Customer Service Line on the back of your card at 800-997-2555
- Visiting your nearest DTA office

When you request a new card it will automatically deactivate (shut-off) your current EBT card. It may take 5-10 days for your new card to arrive in the mail so plan your shopping ahead.

I got a chip/tap EBT card, but I don't know what to do with it.

Activate your new card right away or before November 29 by:

- Making a purchase online or in-store using your current PIN, or
- Setting a new PIN by calling the EBT Customer Service Line on the back of your card at 800-997-2555.

After you activate your new card, dispose of your old non-chip card.

I got a chip/tap EBT card and am already using it. Now what?

- Nothing, you are all set. Be sure to continue to lock your card when not in use through DTA Connect or calling the EBT Customer Service Line on the back of your card at 800-997-2555.

Need more EBT help? Go to mass.gov/EBT

For more languages, please scan the QR code.

