If you get 4 or more replacement EBT cards within 12 months you will receive notice that you must talk with a case manager or investigator before getting a new card. Based on this discussion, DTA may investigate to ensure that no fraudulent activities have occurred.

• Selling your card or your benefits is illegal and can result in disqualifying you from benefits.

**EBT Card Replacement Fee**

DTA charges a $5 fee to replace an EBT card. The $5 fee will be taken from your benefits when you ask for a replacement card. If you have no benefits available, DTA will take the fee from your later.

A $5 fee will not be charged if:

• You have lost your EBT card.
• Your card was defective.
• This is your first Photo EBT card.
• You changed your name; or
• DTA has agreed to issue you a replacement card to accommodate your disability or domestic violence situation.
• You changed your name; or
• You changed your Social Security Number.

**Important Information About Replacing Your EBT Card**

**Cardholder**

John Q

**Massachusetts Commonwealth of**

**Massachusetts Commonwealth of**

**Cash/Snap Benefits**

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<th>Snap</th>
<th>Benefits</th>
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</table>

**Safe Use of Your PIN**

**Personal Identification Number**

Your secret PIN is your electronic signature. It is a four number code that unlocks your benefit account. You may choose a PIN or request a new PIN to be held on your account until a replacement card is issued to you.

Always keep your PIN secret.

**Never write your secret PIN on your card.**

**Never let anyone see you enter your secret PIN at a machine, even a store clerk.**

**EBT Card Tips**

- Keep your card in a safe place when you are not using it.
- Do not damage or bend your card.
- Do not write on or scratch the black stripe on the back of your card.
- Do not put your card near magnets, TVs, stereos, DVD players, or even the magnetic clasp on a purse.
- Contact your local DTA office for a replacement card.
- If you suspect that a transaction error occurred and you want to file a claim.
- You have questions or problems using your EBT card or your account.
- You want to request a printed account history.
- You want to select a PIN or change your PIN.
- Your card does not work.
- Your cash benefits account balance.
- The last ten transactions on your card.
- Where you can use your card.
- You want to know what to do if your EBT card is lost or stolen.
- You want to report your card lost, stolen or damaged and you are eligible for a replacement card, one will be mailed to you.
- You want to request a replacement card because if it is lost or stolen, others may have access to your benefits.
- Never give anyone your card or secret PIN. If a person has your card and knows your secret PIN, they can use ALL of your benefits.
- If someone else uses your card to access your benefits, these BENEFITS WILL NOT BE REPLACED.
- If you enter the wrong PIN, the machine will deny your transaction. After 4 wrong attempts, your card will not work until the next day.
- Never write your PIN on your card and knows your secret PIN, they can use ALL of your benefits.
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Welcome to EBT!

Your SNAP benefits and cash benefits are kept in special accounts, called EBT accounts, until you use them. EBT is the way you get your SNAP and cash benefits. This brochure tells you how to use your EBT account and EBT card.

How to Use Your Cash Benefits on Your EBT Card

The law also makes it illegal for these stores to accept cash benefits on a DTA EBT card:

• Adult bookstores, or adult paraphernalia stores, or adult entertainment establishments
• Ammunition or firearm dealers
• Casinos, gambling casinos or gaming establishments
• Ammunition or firearm dealers
• Jewelry stores
• Liquor stores or marijuana dispensaries
• Manicure shops or aesthetic shops
• Cash transmit agencies to foreign country

The second time you use your EBT card to buy any of these items or services with your cash benefits, you must pay DTA back the amount of the items or services AND you will lose cash assistance permanently.

First Offense

• Cash transmitted agencies to foreign countries
• Tattoo parlors
• Manicure shops or aesthetic shops
• Jewelry stores
• Liquor stores or marijuana dispensaries
• Page 1 of 3

Where You Can’t Shop with Your Cash Benefits on Your EBT Card

The third time you use your EBT card to buy any of these items or services with your cash benefits, you must pay DTA back the amount of the items or services AND you will lose cash assistance permanently.

Second Offense

• There are many surcharge-free locations to access your cash benefits. For a list of eligible locations, see the link: https://www.fns.usda.gov/snap/eligible-food-items.

Notes:

• The third time you use your EBT card to buy any of these items or services with your cash benefits, you must pay DTA back the amount of the items or services AND you will lose cash assistance for two months.

Penalties for Knowingly Violating This Law Include:

• The first time you use your EBT card to buy any of these items or services with your cash benefits, you must pay DTA back the amount of the items or services.

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• Cash transmittal agencies to foreign countries
• Tattoo parlors
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