

# How to Use Your EBT Card

## Benefit Availability Schedule:

You will receive your benefits on the same day(s) every month based on your Social Security Number or the placeholder number that DTA assigned to you.

SSN ending in	Cash/SNAP	Cash
0	1	16
1	2	17
2	4	19
3	5	20
4	7	22
5	8	23
6	10	25
7	11	26
8	13	28
9	14	29

Dates that fall on a holiday or Sunday will have benefits available the day before.

## Misuse of DTA Benefits:

- It is a crime to sell or trade your EBT card, PIN, or benefits to others. Misuse of your DTA benefits and EBT card may result in investigation by state and/or federal authorities.
- Repeated replacement of your card may result in a special investigation of your case. To report misuse, call 1-800-372-8399.
- Breaking the rules will result in penalties including but not limited to the disqualification from assistance programs, recoupment of benefits, and/or referral for criminal prosecution.
- For more facts on misuse of your EBT card, benefits, and other important information, please visit the website below or call 1-800-372-8399.

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Visit [Mass.gov/EBT](https://www.mass.gov/EBT)

## How to Use Your EBT Card:

*When making a SNAP or cash purchase with your EBT card:*

At the register, all allowable SNAP items will be subtracted from your EBT card once you swipe and enter your PIN. For any items not allowed for SNAP, such as toiletries and house supplies, you can use your cash benefits by swiping the card again, selecting "EBT Cash" and entering your PIN for those items.

To find out the balance on your EBT card, log in to DTA Connect at [DTAConnect.com](https://www.dtaconnect.com) or on the DTA Connect mobile app, or call 1-800-997-2555 and follow the instructions to hear your balance(s).

**For a list of eligible food items, visit:**

<https://www.fns.usda.gov/snap/eligible-food-items>

**You can also shop online through participating vendors. Visit [Mass.gov/SNAPOnline](https://www.mass.gov/SNAPOnline) for more information.**

## Who Can Use Your EBT Card:

You can let other household members use your EBT card. This includes spouses, older children, and caretakers. If you want to give permission for someone else to use your card, ask DTA about an "Assisting Person." Valid without photo.

## Where You Can Use Your EBT Card:

You can use your EBT card to get your benefits where you see these logos:



**For SNAP and \*Cash Benefits**

**\*Ask us how you can get your cash benefits direct deposited to your bank account!**

**What You Cannot Use Your EBT Card For:**

- Alcoholic beverages
- Court-ordered fees, fines, bail or bail bonds
- Firearms and ammunition
- Gambling and lottery tickets
- Jewelry
- Adult-oriented entertainment material
- Marijuana or marijuana products
- Tobacco products
- TVs, stereos, video games and consoles at rent-to-own stores

**Where You Cannot Shop or Use Your EBT Card/Cash Benefits:**

- Adult stores
- Firearm dealers
- Casinos
- Cruise ships
- Jewelry stores
- Liquor or marijuana stores
- Tattoo parlors
- Nail salons
- Cash transmittal agencies

**It is illegal for these stores to accept cash benefits on a DTA EBT card for any transaction. View penalties and details online at the website on this flyer or scan the QR code.**

To report a prohibited purchase or sale, call 1-800-372-8399.

**Protecting Your EBT Benefits from Fraud or Skimming:**

- Never let anyone see you enter your Personal Identification Number (PIN). Do not write your PIN on the card or other documents kept with the card. Do not bend or cut your card.
- Change your EBT card PIN monthly before each benefit issuance.
- Never provide your personal information, EBT card number, or PIN to unidentified callers.
- You should always lock your EBT card when not in use to keep benefits safe.
- Visit [Mass.gov/ProtectYourEBT](https://Mass.gov/ProtectYourEBT) for more information.

**When Should You Call EBT Card Customer Service:**

- **Call right away if you think your card is lost or stolen. For case questions or changes, call DTA.**
- If you think a system error has transacted benefits incorrectly, you may file a claim for an account adjustment by calling EBT Customer Service at 1-800-997-2555. You have 90 days from the date of the suspected transaction error to file your claim.
- Be sure to have your EBT card number, DOB, and last 4 digits of your Social Security Number or DTA assigned placeholder number when calling.

**1-800-997-2555 - You can call EBT customer service 24 hours a day, 7 days a week.**

**Other Important Information:**

- You can download DTA Connect on your smart phone or tablet. You can also access your account online at [DTAConnect.com](https://DTAConnect.com) to stay up to date on your case information.
- If you need to speak with a DTA staff member, call 877-382-2363.
- Need help or other resources? Call 211 or visit the website on this flyer/scan the QR code.