

NEW DTA EBT CARDS: PARTNER GUIDE



DTA has mailed new chip/tap EBT cards to all clients. **DTA clients must activate their new EBT card by November 29, 2026, before their old card is deactivated.** After November 29, their non-chip EBT card will stop working. Learn more by visiting mass.gov/EBT and clicking “EBT Chip/Tap Frequently Asked Questions.”

Want to help? If you are speaking with a DTA client, ask them:

Have you received your new EBT card?

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If YES:

Make sure they have activated their new chip/tap card. If they haven't activated yet, **tell them to activate today**, by:

- Making a purchase (online or in-person) using their current PIN; or
- Setting a new PIN by calling the EBT Customer Service Line at 1-800-997-2555.

OR

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If NO:

Tell them to **request a replacement card today*** and make sure DTA has their current mailing address, by:

- Visiting DTAConnect.com or using the DTA Connect mobile app;
- Visiting a [local DTA office](#) (especially if they need a card same-day); or
- Calling the DTA Assistance Line at 877-382-2363.

Once they receive their new card in the mail, they must **activate it** right away using the instructions above.

***Note:** When a client requests a replacement chip/tap card, their old card will automatically stop working and cannot be turned back on. Clients must plan ahead, since new cards take 5-7 days to arrive by mail. Clients can also get a new card same-day by visiting a [local DTA office](#).