



1-877-328-9677

HOW TO USE YOUR EBT CARD TO BUY FOOD

Before you shop, check your balance by looking at your last receipt, by calling Customer Service, toll-free at 1-877-328-9677 or at www.ebt.ca.gov. This balance will be the most you can spend with your card.

- Step 1** Take your groceries to the checkout lane. Depending on the store, you may need to separate your eligible food items from non-eligible items.
- Step 2** Swipe your card through the Point-of-Sale (POS) terminal or hand your EBT Card to the clerk.
- Step 3** Enter your four-number Personal Identification Number (PIN) on the keypad. The terminal will show **** instead of the numbers you entered.
- Step 4** Press the “ENTER” key.
- Step 5** The clerk enters the purchase amount. If the amount is correct, you press the “OK” or

“YES” key. **Step 6** You will get a copy of a printed receipt showing:

- Store name and address
- Amount of your purchase
- Your new food stamp benefit account balance

Step 7 Keep your receipt so you will know your new balance the next time you shop.

You cannot be charged a fee to use your food stamp benefits.

HOW TO CHECK YOUR EBT CARD BALANCE

Your new balance is printed on your last receipt. Always save your receipts. If you have lost your last receipt, you may call Customer Service, ask the store if you can check your balance at a POS machine, or check your balance at www.ebt.ca.gov.

If your card is ever lost or stolen, call Customer Service right away toll-free at 1-877-328-9677 and they will tell you how to get a new card. If you do not report your card lost or stolen, someone else could use your card to spend all your benefits, and these benefits will not be replaced.

CALL CUSTOMER SERVICE TOLL-FREE IF:

- Your card is lost or stolen.
- Your card does not work.
- You want to change your PIN because you forgot it or if someone else knows your PIN. Your public assistance office may also be able to help you change your PIN.

- You want to find out how much you have left in your account.
- You have been charged for a purchase but you didn't get the food or if you were charged too much for what you bought.
- You have other questions or problems.

24 hours a day/7 days a week

1-877-328-9677

TTY: 1-800-735-2929

Refer to the chart in your EBT Training Pamphlet and enter the day that benefits will go into your account:

(1st through 10th day of the month)



**STATE OF CALIFORNIA
HEALTH AND HUMAN SERVICES AGENCY
DEPARTMENT OF SOCIAL SERVICES**

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