

When will I receive my SNAP benefits?

This chart shows the SNAP Benefit Issuance Schedule. Find the last two numbers of your Client ID and then look across to find out the day of the month that your SNAP benefits will be available on your Georgia EBT Peach Card.

If your Client ID ends with	You will receive your SNAP benefits on the
00-09	5th day of the month
10-19	7th day of the month
20-29	9th day of the month
30-39	11th day of the month
40-49	13th day of the month
50-59	15th day of the month
60-69	17th day of the month
70-79	19th day of the month
80-89	21st day of the month
90-99	23rd day of the month

Keep your EBT card even if you are no longer receiving benefits. It may be used in the future.

Benefits not used (purchases or returns) within 365 days will be removed from your account and cannot be replaced.

What if my card is Lost or Stolen?

Call immediately to deactivate and replace your card!

1-888-421-3281

Trafficking or Misuse of your SNAP Benefits is a Violation of State and Federal Laws!

- Do NOT sell, trade or give away your SNAP benefits, PIN or Georgia EBT Card. The SNAP benefits in your EBT account are ONLY for your household.
- Do NOT allow a retailer to buy your SNAP benefits in exchange for cash.
- Do NOT use someone else's SNAP benefits or Georgia EBT Card for your household.
- Do NOT purchase non-food items or pay credit accounts with your Georgia EBT Card.
- Trafficking or Misuse of your SNAP benefits may result in a disqualification from the program and repayment of benefits.

To report fraud visit or call...

www.usda.gov/oig/hotline.htm
1-800-424-9121

For card replacement, select or change your PIN, set benefit alerts, set low balance alerts and see your EBT account activity...

www.ConnectEBT.com
1-888-421-3281

Relay Service for Hearing/Speech Impaired **711**

To make changes to your SNAP case, contact DHS or go online to...

www.gateway.ga.gov
1-877-423-4746

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To file a complaint of discrimination, write USDA, Director, Office of Adjudication, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410 or call toll free (866) 632-9992 (Voice). Individuals who are hearing impaired or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339; or ((800) 845-6136 (Spanish).

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YOUR EBT CARD



Georgia Dept. of Human Services



Welcome to Georgia EBT

Electronic Benefit Transfer

If you qualify for SNAP (formerly known as Food Stamps) use the enclosed Georgia EBT Peach Card to access your benefits.

Take care of your card

- **SIGN** the back of your card
- **DO NOT** bend your card
- **DO NOT** place in direct sunlight
- **DO NOT** write your PIN on your card
- Keep your card clean and safe
- Keep PIN and card separate
- Keep your card away from magnets and electronic equipment
- Keep your card for possible future benefits

Do I need to activate my card?

Yes, if this is your first EBT card.

- Call **1-888-421-3281** and follow the directions to activate your card and select your PIN.

No, if this is a replacement card.

- Replacement cards are already active.
- Your current PIN will carry over to your new replacement card.

Where can I use my EBT card?

You can use your Georgia EBT Card at participating stores across the country. Look for a sign at any grocery store that says “**We accept SNAP**” or “**We accept Food Stamps**”.

Use your SNAP Benefits at the Grocery Store

- SNAP transactions are free. There are no minimum or maximum purchase requirements.
- Know your balance before you go shopping by checking your last receipt or calling the Customer Service Helpdesk.
- Hand your Georgia EBT Card to the clerk/cashier OR swipe your card through the Point-Of-Sale (POS) terminal.
- Select EBT/SNAP
- Enter your four-digit Personal Identification Number (PIN) on the keypad and press the **OK** or **ENTER** key.
- The amount of your purchase will be deducted from your account.
- The clerk will hand you your receipt.
- Make sure the information on the receipt is correct.
- Take your card and check your receipt.
- Keep the receipt for your records. It will show your new balance.

Stores will not give you change for SNAP Benefit purchases. Only the exact amount of your food purchase is deducted from your SNAP Benefit account.

What if I forget my PIN

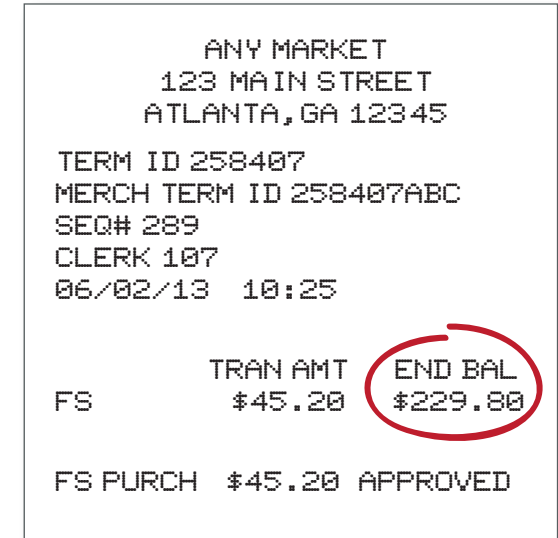
Call the Customer Service Helpdesk anytime 24 hours a day, 7 days a week to select or reset your PIN at **1-888-421-3281**.

DO NOT try to guess your PIN. The fourth time you enter the wrong PIN, your account will be locked. You will need to call the Customer Service Helpdesk to reset your PIN.

DO NOT choose a number like your birthday or address because someone may guess what your PIN is and use your benefits.

Know Your Balance

The best way to know your balance is to KEEP YOUR LAST RECEIPT. Not all receipts have the balance printed in the same place.



What if there is an incorrect transaction on my account

If the system caused an error or you feel a transaction is wrong, call the Customer Service Helpdesk and speak with a representative to file a claim.

If a retailer was not paid for a purchase that you made, you will be mailed a notice that a correction will reduce your balance by the amount of the error.

If you have questions, call the Customer Service Helpdesk at **1-888-421-3281** or send an email with your questions to ebt@dhs.ga.gov.