

Welcome to Iowa EBT!

Your new Iowa EBT card is attached. You must activate and select a Personal Identification Number (PIN) before you can use this EBT card. If this is a replacement card, you do not need to activate it or select a new PIN. Just use your current PIN with this new card.

You may also spend your benefits at many farmers markets. For a list of farmers who accept EBT, go to: <http://dhs.iowa.gov/sites/default/files/Comm284.pdf>

Benefits Issued

Ongoing benefits are available based on the first letter of your last name.

First Letter of Last Name	Day of Month
A-B	1st Calendar day
C-D	2nd Calendar day
E-G	3rd Calendar day
H-I	4th Calendar day
J-L	5th Calendar day
M-O	6th Calendar day
P-R	7th Calendar day
S	8th Calendar day
T-V	9th Calendar day
W-Z	10th Calendar day

Try Our Mobile App or ConnectEBT.com

Check your EBT Card balance, transaction history, and more. The ConnectEBT.com website is fast, free and easy to use. ConnectEBT.com is available 24-hours every a day.

ConnectEBT 



YOUR RIGHT TO EQUAL TREATMENT

This institution is an equal opportunity provider. If you believe that you have been the victim of discrimination in your efforts to receive benefits because of your race, color, national origin, age, sex, disability, religious beliefs or political beliefs, write immediately to:

U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, S.W., Washington, D.C. 20250-9410

Keep these instructions for your records

To Choose Your PIN

(Save this section in case you lose the Iowa Card)

Pick four numbers that will be easy for you to remember. If you have problems choosing a PIN, call your local DHS worker. Your Iowa card will not work until you choose a PIN. Then, call **1-800-359-5802** to choose your PIN.

Do not write your PIN on your card or anything you keep in your wallet or purse.

Penalties

Don't trade, sell or give away SNAP benefits, or use someone else's card.
 Paying for food purchased on credit with SNAP benefits is not allowed.
 Don't lie or hide information to get benefits that your household should not get.
 Don't use, or have in your possession, EBT cards that are not yours.
 If someone uses your SNAP benefits, they will not be replaced.
 To report fraud visit www.usda.gov/oig/hotline.htm or call 1-800-424-9121.

Your card will not work if it gets damaged:

- Don't damage or bend your card.
- Don't scratch the black stripe on the back of your card.
- Don't get your card wet.
- If your card does not swipe when you shop, please call for a new card.

Keep your card. You will use the same card every time you get SNAP, even if you stop getting them for awhile. You cannot use the EBT card at ATM machines.

Lost, stolen, damaged or defective cards?

Call **1-800-359-5802** right away to order a new card. **This is a free call 24 hours a day, 7 days a week.**