

Your Louisiana Purchase Card



WELCOME TO LOUISIANA ELECTRONIC BENEFIT TRANSFER (EBT) AND THE LOUISIANA PURCHASE CARD – THE SAFE, CONVENIENT AND EASY WAY FOR YOU TO USE YOUR BENEFITS.

If you qualify for Supplemental Nutrition Assistance Program (SNAP) benefits, you can use your Louisiana Purchase Card to:

- » buy selected food items at any participating store in Louisiana and in most other states

If you qualify for Cash benefits, you can use your Louisiana Purchase Card to:

- » withdraw your benefits at participating ATMs
- » get cash or pay for purchases at participating stores

IT'S SO SIMPLE AND EASY!

HOW TO USE YOUR LOUISIANA PURCHASE CARD AT THE GROCERY STORE

- 1.** Hand your Louisiana Purchase Card to the clerk/cashier OR swipe your card through the Point-Of-Sale (POS) terminal.
- 2.** Be sure to tell the clerk which account to charge (SNAP or Cash)
- 3.** Enter your four-digit Personal Identification Number (PIN) on the keypad and press the OK key.
- 4.** The amount of your purchase will be deducted from your account.
- 5.** The clerk will hand you your receipt.
- 6.** Make sure the information on the receipt is correct.
- 7.** Keep this receipt for your records. It will indicate your new balance.

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

You may use your Cash benefits to purchase both food and non-food items (soap, diapers, etc.). Stores can provide change/cash from your Cash account. (Not all stores' policies are the same and some may choose not to offer cash-back).

HOW TO USE YOUR LOUISIANA PURCHASE CARD AT AN AUTOMATED TELLER MACHINE (ATM) FOR A WITHDRAWAL OF CASH BENEFITS

- 1.** Insert or swipe your card.
- 2.** Choose "English" or "Spanish".
- 3.** Enter your Personal Identification Number (PIN) and press the "OK" or "Enter" key.
- 4.** Select the key marked "Withdraw Cash" and then select "Checking".
- 5.** Enter the amount you'd like in whole dollar amounts (for example, \$20, \$40, \$60, etc.). Some machines only give cash in certain amounts, like \$5, \$10 or \$20 bills.
- 6.** Take your card, your receipt and your cash.
- 7.** Count your cash and compare it to your receipt.
- 8.** Keep your receipt so you will know your balance the next time you need cash.

LOUISIANA EBT QUESTIONS AND ANSWERS

HOW DO I ACTIVATE MY LOUISIANA PURCHASE CARD?

Before you can use your card to get your benefits for the first time, you must activate your card. You can do this by calling the customer service help line at 1-888-997-1117.

HOW DO I GET MY BENEFITS WITH THE LOUISIANA PURCHASE CARD?

Each month your benefits will automatically be added to your account. As you use your benefits

to get cash or buy goods, your account balance will decrease. Your balance at the end of the month is carried over to the next month.

WHEN DO I GET MY BENEFITS?

Benefits will be deposited into your EBT account on the same day each month. **Elderly or disabled recipients will receive their SNAP benefits from the 1st through 4th day of the month.** The availability date for all other recipients will be based on the last digit of your Social Security number.

SNAP BENEFITS

If your Social Security Number ends with:	Your Food Stamp benefits will be available on:
0	5th day of the month
1	6th day of the month
2	7th day of the month
3	8th day of the month
4	9th day of the month
5	10th day of the month
6	11th day of the month
7	12th day of the month
8	13th day of the month
9	14th day of the month

CASH BENEFITS

If your Social Security Number ends with:	Your Cash benefits will be available on:
0	5th day of the month
1	1st day of the month
2	2nd day of the month
3	3rd day of the month
4	4th day of the month
5	5th day of the month
6	1st day of the month
7	2nd day of the month
8	3rd day of the month
9	4th day of the month

NOTE: All benefits are available after 5:00 a.m. Central Standard Time. Benefits are available on weekends and holidays.

WHERE CAN I USE MY LOUISIANA PURCHASE CARD?

- » Use your Louisiana Purchase Card to buy food or get cash benefits at stores that display the “Louisiana Purchase” sticker in the window or on the door.
- » Use your card at hundreds of participating ATMs (cash machines) throughout Louisiana to get cash benefits. ATMs accepting the card include those displaying the Pulse, MAC and Star logos.

HOW DO I USE MY LOUISIANA PURCHASE CARD?

After you swipe or insert your card into the Point-of-Sale (POS) terminal at a store or an ATM, you enter your Personal Identification Number (PIN) and follow the instructions.

WHAT SHOULD I DO IF I LOSE MY LOUISIANA PURCHASE CARD?

If your Louisiana Purchase Card is lost or stolen, call the customer service helpline, 1-888-997-1117, or your caseworker immediately. Replacement cards will be received within 3 to 5 calendar days.

WHAT IF MY CARD WON'T WORK?

Call Customer Service and they will assist you.

WHAT IF MY STORE DOES NOT HAVE A POS TERMINAL OR THE POS TERMINAL IS NOT WORKING?

If your store does not have a POS terminal, you may not be able to use your Louisiana Purchase Card there. Ask the store manager or a clerk if the store accepts the Louisiana Purchase Card. Some retailers (small stores, farmer’s markets or route vendors) may use a paper form or voucher that you will need to sign. If a POS terminal is not working, the store may decide to process your purchase by calling customer service to get the information they need to let you buy your food; some retailers may limit the amount of your purchase.

WHAT IF THERE IS AN INCORRECT TRANSACTION ON MY ACCOUNT?

When a retailer is paid either too much or too little from your EBT account due to a computer system problem, a correction may be made to your balance. This correction could impact your current or next month's balance. You will receive advance notice of the correction if it reduces your balance. If you do not feel that the correction is accurate, you may request a fair hearing.

HOW DO I TAKE CARE OF MY LOUISIANA PURCHASE CARD?

- » NEVER tell your Personal Identification Number (PIN) to anyone, except a person you trust to use your benefits on your behalf. This person will have access to all of your benefits.
- » Do NOT write your PIN on your card.
- » Sign the back of your card.
- » Keep your card safe and clean.
- » Do not bend your card.
- » Keep your card away from magnets and electronic devices (handbag clasps, TVs, VCRs, stereos, etc.).
- » Do not place it in direct sunlight (i.e., on your car's dashboard).

WHAT IS A PERSONAL IDENTIFICATION NUMBER (PIN)?

A Personal Identification Number (PIN) is a four-digit secret code that allows only you to use your Louisiana Purchase Card. Never tell your PIN to anyone! If someone knows your PIN, they can use your card to get your benefits – and those benefits will not be replaced.

HOW DO I REMEMBER MY PERSONAL IDENTIFICATION NUMBER (PIN)?

You will be asked to choose four numbers that are easy for you to remember, but hard for someone else to figure out (for example, your child's or parent's birthday). Do not write your number on your Louisiana Purchase Card and do not keep it written down in your wallet or purse.

WHAT IF I FORGET MY PERSONAL IDENTIFICATION NUMBER (PIN)?

If you forget your PIN, you can select a new one at by calling the customer service help line at 1-888-997-1117. If you enter the wrong Personal Identification Number at a POS terminal or ATM, you have two more chances to enter the correct number. If the correct PIN is not entered by the third try, your card will be suspended and you won't be able to use it until 12:00 a.m. In some cases, your card may be taken by the ATM. If the ATM keeps your card, contact your local Department of Social Services office for a replacement card.

WHAT SHOULD I DO IF SOMEONE FINDS OUT MY PERSONAL IDENTIFICATION NUMBER (PIN)?

Immediately call the customer service help line and change your PIN.

HOW WILL I KNOW MY ACCOUNT BALANCE?

The easiest way to know your account balance is to keep your receipts. If you don't have your receipts, call customer service. You should always check your account balance before you shop.

CAN I GO TO A BANK TELLER AND WITHDRAW MONEY OR INQUIRE ABOUT MY EBT ACCOUNT?

No, you may only withdraw money from an ATM or through a cash-back/cash-only withdrawal at a participating store. Bank tellers do not have information or access to EBT accounts.

CAN I WITHDRAW COINS OR CASH AMOUNTS LESS THAN \$5.00 FROM AN AUTOMATED TELLER MACHINE?

No. The smallest cash denomination that can be dispensed from a bank machine is usually a \$10 or \$20 bill. The ATM menu will tell you the cash denominations that can be withdrawn, like \$5, \$10 or \$20.

IF I HAVE LESS THAN \$10.00 WORTH OF CASH BENEFITS ON MY LOUISIANA PURCHASE CARD, HOW WILL I GET IT OUT?

You can make a Point-of-Sale cash-back transaction at participating stores to get these funds.

ARE THERE ANY FEES FOR USING MY LOUISIANA PURCHASE CARD?

There is never a charge for using your card to buy food. Bank surcharges, if any, for using cash machines will also be taken from your account.

CAN I DEPOSIT MONEY INTO MY EBT ACCOUNT?

No. You may only withdraw money from your cash account.

WHEN DO I CALL CUSTOMER SERVICE?

- » Call if your card is lost or stolen
- » Call if your card is damaged.
- » Call if you have questions or need help with your card.
- » Call to change your PIN
- » Call if you have questions about a transaction or need account information

WHAT IF I PLAN TO MOVE OR CHANGE MY ADDRESS?

You must contact your caseworker if you move or change your address.

CUSTOMER SERVICE PHONE NUMBER

**24 hours a day, 7 days a week
1-888-997-1117 toll-free**

In accordance with Federal Law and the U.S. Department of Agriculture policy, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, age, religion, political beliefs or disability. To file a complaint of discrimination, write USDA, Director, Office of Civil Rights, Room 326-W, Whitten Building, 1400 Independence Avenue SW, Washington, DC 20250-9410 or call (202) 720-5964 (voice and TDD).