

Welcome to the  
**Virginia EBT card!**

*The Virginia EBT card is a safe and easy way  
to get and use your food benefits.*

The Virginia Department of Social Services (VDSS)  
cares about your health and the foods that you  
prepare and eat.

*For information regarding food and nutrition -  
go to [www.nutrition.gov](http://www.nutrition.gov)*



You can use your card anywhere  
you see the Quest logo.

**You must have a Personal Identification  
Number (PIN) to use this card.**

- If this is your first card, call Customer Service to select a PIN.
- If this is a replacement card, continue to use the PIN you have been using.
- Select a PIN that is easy to remember.
- Memorize your PIN.
- Do not write your PIN on the card or anything you carry with you.
- If you forget your PIN, call **1-866-281-2448**.

**Virginia EBT Customer Service**



**1-866-281-2448**

*Call 24 hours-a-day, seven days-a-week if:*

- You just received your first card and need to select a PIN.
- Someone is using your card without your approval.
- Your card is lost or stolen.
- You need to know your food balance and you cannot find your last store receipt or go to [www.ebt.acs-inc.com](http://www.ebt.acs-inc.com).
- You forgot or want to change your PIN.
- Your card does not work.

**[www.ebt.acs-inc.com](http://www.ebt.acs-inc.com)**

**Before you use this card,  
call 1-866-281-2448 and select a PIN.**

**Keep your Virginia EBT card safe!**

- Sign and print your name in ink on the back of your card.
- **DO NOT** bend or fold your card.
- **DO NOT** scratch or write on the black stripe on the back of your card.
- **DO NOT** wash your card or get your card wet.
- **DO NOT** leave your card near magnets, TVs, VCRs, stereos, or microwaves.
- **DO NOT** leave your card in the sun or other hot places like the dashboard of your car.
- **DO NOT** sell, trade, or give away your PIN or Virginia EBT card.