

# 1-877-328-9677



## How to Use Your EBT Card to Purchase Food

Each type of Point-of-Sale (POS) device might be different. Don't be afraid to ask the clerk for help.

Know your balance! Check your last receipt or call Customer Service before shopping or log on to [www.ebt.ca.gov](http://www.ebt.ca.gov).

**Step 1** Swipe your EBT card at POS device.

**Step 2** Enter your four-digit **Personal Identification Number (PIN)**.

**Step 3** Approve the purchase amount.

**Step 4** You will get a copy of the printed receipt with your new EBT food and cash balance.

You cannot be charged a fee to use your EBT food benefits and you cannot get cash or change back from your EBT food benefit account.

## How to Use Your EBT Card to Make a Cash Purchase (if you get cash benefits)

Each type of POS device might be different. Don't be afraid to ask the clerk for help.

Know your balance! Check your last receipt or call Customer Service before shopping or log on to [www.ebt.ca.gov](http://www.ebt.ca.gov).

**Step 1** Swipe your EBT card at POS device.

**Step 2** Enter your four-digit PIN.

**Step 3** Approve the purchase amount.

**Step 4** You will get a copy of the printed receipt.

You may be charged a fee to use your cash benefits.

## How to Use Your EBT Card to Get Cash

Know your balance! Check your last receipt or call Customer Service before shopping or log on to [www.ebt.ca.gov](http://www.ebt.ca.gov).

**Step 1** Swipe your ATM card at an ATM or POS device.

**Step 2** Enter your four-digit PIN.

**Step 3** For ATMs select "Checking" following the on-screen or audio directions. For POS devices, select "Cash."

**Step 4** For ATM, enter the cash amount. For POS device, tell the clerk the amount of cash you want to get.

**Step 5** Approve the cash amount.

**Step 6** You will get a copy of the printed receipt.

**REMEMBER: some ATM and POS devices may charge fees. You cannot get cash from your EBT food benefits.**

## How to Check Your EBT Card Balance

Your new balance is printed on your last receipt. Always save your last receipt. For cash and food benefit balance you may call Customer Service, check balance at a POS device, or at [www.ebt.ca.gov](http://www.ebt.ca.gov). You may also check your cash balance at an ATM.

If your card is lost or stolen, call Customer Service right away at 1-877-328-9677. 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 your benefits will not be replaced.

## EBT Client Website

Go to the EBT Client Website from your computer or mobile device at [www.ebt.ca.gov](http://www.ebt.ca.gov) to create your on-line account and:

- Find stores and farmers' markets that accept EBT.
- Find surcharge-free ATMs.
- Find restaurants that accept EBT.
- View transaction history or account balance.
- Register your phone to get text messages.

## How to Send Questions by Text Message

**Note:** You must first set up an on line account and register your phone number at [www.ebt.ca.gov](http://www.ebt.ca.gov)

Use your mobile phone to check your balance and to find ATMs, surcharge-free ATMs, restaurants, farmers' markets, and stores that accept EBT.

- Text BAL to 42265 for your EBT food and/or cash balance.
- Text ATM and your ZIP code to 42265 for nearby ATMs.
- Text SFATM and your ZIP code to 42265 for nearby surcharge-free ATMs.
- Text REST and your ZIP code to 42265 for restaurants that accept your EBT card.
- Text FM and your ZIP code to 42265 to find farmers' markets in your area.
- Text STORE and your ZIP code to 42265 to locate stores that accept your EBT card.

**Standard data and messaging fees may apply. Please check with your cell phone provider.**

**This institution is an equal opportunity provider.**



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