

USING YOUR ELECTRONIC BENEFITS TRANSFER (EBT) CARD TO ACCESS P-EBT BENEFITS

WHAT IS PANDEMIC ELECTRONIC BENEFITS TRANSFER (P-EBT)?

Pandemic-EBT (P-EBT) is a program to help purchase food for your child(ren) who are eligible for free- or reduced-price school meals but whose schools have closed due to COVID-19.

WHO IS ELIGIBLE FOR P-EBT BENEFITS?

Children are eligible if their schools are closed and they received free- or reduced-price meals.

HOW MUCH WILL MY CHILD RECEIVE IN BENEFITS?

The one-time benefit amount of \$416.10, per eligible child, covers the days schools were closed due to COVID-19.

WHEN WILL MY CHILD RECEIVE THESE BENEFITS?

P-EBT benefits will be released beginning on Wednesday, July 8 for SNAP recipients on their Families First card. Families who are not SNAP recipients will begin receiving P-EBT cards the week of July 13. This is a one-time benefit.

If you did not receive a P-EBT card or receive the benefit on your existing Families First card, but think you should be eligible, go to www.NJSNAP.gov and click on the "Special Food Assistance for Children" banner, to inquire about your benefits.

HOW DO I USE MY CARD AT THE GROCERY/CONVENIENCE STORE?

- Your card can be used at any store that accepts SNAP. Look for the SNAP EBT image at the store or visit the "Using Your Benefits" page on www.NJSNAP.gov for a list of stores that accept SNAP.

- Slide your card through the payment machine.
- Choose FOOD option.
- Enter your PIN on the keypad.

HOW DO I GET MY BALANCE?

- Go to www.NJFamiliesFirst.com to create an account to view your current card balance and transaction history;
- OR,
- Call Customer Service at 1-800-997-3333 to use the automated phone system to get your balance;
- OR,
- Check your last store receipt.

HOW DO I PROTECT MY P-EBT/FAMILIES FIRST CARD AND PIN?

- Don't share your PIN with anyone.
- Do not write your PIN on your card or card holder. Also, do not carry the number with you in your purse or wallet.
- If you cannot find your card or if you think someone knows your PIN, immediately call 1-800-997-3333.
- Keep your card away from electronic equipment (TVs and microwaves), magnets and out of the sun.

WHAT DO I DO IF I FORGOT MY PIN?

If you forget your PIN but haven't lost your card, you can change your PIN online at www.NJFamiliesFirst.com after you create a user account and log in. Or you can call Customer Service at 1-800-997-3333.

LOST, STOLEN OR DAMAGED CARDS

If your card has been lost, stolen or damaged, it is important to immediately report it online at www.NJFamiliesFirst.com or by calling 1-800-997-3333. This will "freeze" your card so no one can use your benefits. After reporting it, contact your local board of social services for a replacement card. There may be a fee to replace the card.

ADDITIONAL INFORMATION:

- If you are not interested in using the P-EBT benefit, please destroy your P-EBT card or mail it to the address on the back of the card.
- Your P-EBT benefits cannot be given to another person.
- Benefits can be used to purchase eligible SNAP food items.