

IMPORTANT INFORMATION FOR USING YOUR P-EBT CARD



This is your P-EBT card for Delaware's P-EBT Program. This card has food assistance benefits on it. You have received this card because you have a child or children in your household who are eligible for free or reduced-price school meals. You are receiving food assistance benefits for the 2021-2022 school year for the days that your child did not receive free or reduced-price meals at school because the school was closed or your child had an excused absence or attended school virtually due to a COVID-related reason.

If you have any questions about your participation in the P-EBT Program, please contact Delaware Division of Social Services at 1-866-843-7212. You can also find P-EBT information at: www.dhss.delaware.gov/dhss/dss/

IMPORTANT! This card and food assistance benefits cannot be transferred to anyone else. If you do not want to participate in the P-EBT Program or use the benefit, cut through the magnetic stripe on the card and dispose of the card in a secure manner.

How do I activate and set a PIN for the P-EBT card?

- Call the phone number on the back of the card, 1-800-526-9099.
- Select P-EBT option [1] in the PIN menu.
- To activate your card, you will need the P-EBT card number, given on the front of the card.
- When prompted for a Social Security Number, enter the last 4 digits of the guardian's Social Security Number. If this does not work, enter "0000".
- When asked for the date of birth, enter the date of birth MM/DD/YY for the person named on the front of the card.
 - If the guardian's name is on the card and the date of birth doesn't work, enter the oldest eligible child's date of birth. If this doesn't work, enter 01/01/12.
 - If the child's name is on the card, enter the child's date of birth. If this doesn't work enter 01/01/12.
- You will then be able to set a new four-digit Personal Identification Number (PIN). Keep this PIN safe and do not write the PIN on the P-EBT card itself. Do not tell your PIN to anyone and keep your card secure.
- While the card is active in the name of the child, the child does not need to be present when using the card. Anyone in your household can use your P-EBT card, even if their name is not on the front of the P-EBT card.

How do I use the P-EBT card?

Once the card is activated, it can be used to purchase eligible food items anywhere SNAP EBT cards are accepted. When you make a purchase with your P-EBT card, you will enter your 4-digit PIN just like a debit card. The card can be used in the point of sales device or can be handed to the cashier.

You can check your P-EBT balance at any time by going to www.ConnectEBT.com or calling 1-800-526-9099.

P-EBT benefits are non-transferrable and will expire in 365 days. Your P-EBT benefits will carry over from month to month. If you do not use your P-EBT benefits within 365 days, they will automatically be removed from your EBT card. It is illegal to buy, sell, or trade an EBT card or benefits.