

Delaware SNAP EBT Card Information

EBT Customer Service

1-800-526-9099 | www.ConnectEBT.com | ConnectEBT mobile app

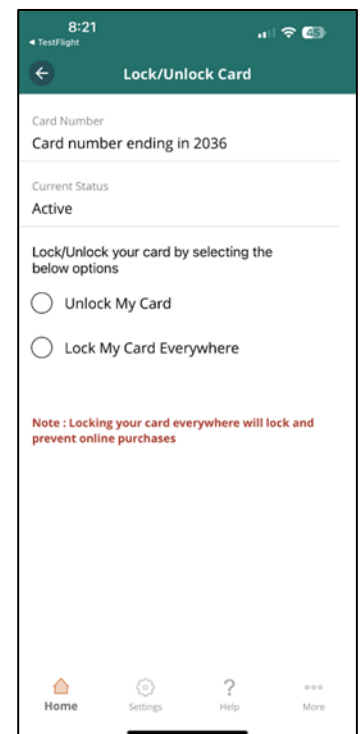
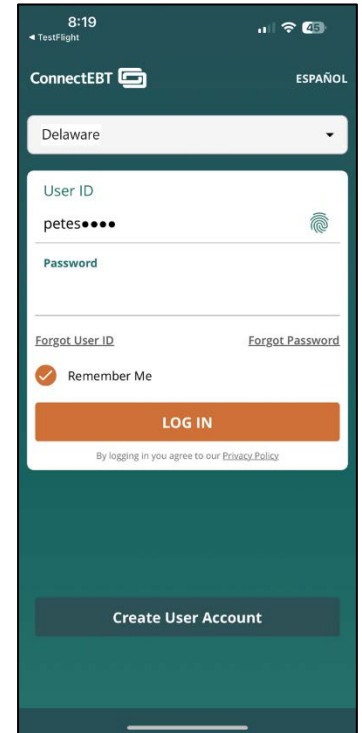


Download the official
ConnectEBT mobile app to:

- Activate your card
- Change your PIN
- Check your balance and purchase history
- Report your card lost, stolen, or damaged
- Request a new card
- Lock/unlock your card

Protect yourself from EBT fraud:

- **Lock your EBT card:** Download the ConnectEBT mobile app or go to www.ConnectEBT.com to lock your EBT card when you are not using it. Select “Lock My Card Everywhere” to stop theft. You can unlock your card when you are ready to shop.
- **Check your EBT balance and transactions:** Review your EBT account often to check for purchases you did not make. If you see any, cancel your EBT card right away. Contact EBT Customer Service to get a new card and PIN.
- **Change your PIN:** Avoid simple PINs (like 1234 or 0000) and change your EBT PIN often by contacting EBT Customer Service.
- **Do not share your EBT card number or PIN:** Delaware Health and Social Services and Delaware’s EBT provider will never ask you for your card number and PIN.
- **Look for skimming devices:** Check card readers for skimming devices before swiping your EBT card. Do not use card readers that look damaged, suspicious, or unusual.
- **Report stolen benefits:** Use the SNAP Stolen Benefits Form (available on our website) to let us know when food benefits were stolen from your EBT card. You can also contact us and report benefit theft to the police.



DELAWARE HEALTH AND SOCIAL SERVICES
Division of Social Services



www.dhss.delaware.gov/dhss/dss/



1-866-843-7212