

13305 12th Avenue N
Minneapolis, MN
55441-4527

You must activate your card, select a PIN and sign the back before you can use it.

Activate your card right now!

Log on to:

www.myBnft.com

or call:

1-866-850-1556

JOHN M CARDHOLDER
1234 MAIN ST
ANYTOWN, MT 00000

If this is a replacement card, you do not need to activate it or select a new PIN. Just use your current PIN with this card.

BENEFIT ISSUANCE SCHEDULE

If your Office of Public Assistance case number ends in	Your SNAP benefits will be deposited to your card on the
0 or 1	2nd day of the month
2 or 3	3rd day of the month
4 or 5	4th day of the month
6 or 7	5th day of the month
8 or 9	6th day of the month

All Cash benefits will be deposited on the first day of the month.

If your card is lost or stolen, we will have a replacement in the mail within two business days. You can request one free card replacement per year. After that, you will be charged a fee of \$2.00 for each card requested.

Get instant notification when a deposit has been made to your Montana EBT account, along with your new available balance. Sign-up for FREE Deposit Notification Alerts at www.myBnft.com or call Customer Service.

ATM SURCHARGES

Some ATM owners may charge an ATM surcharge when you use their ATM to withdraw Cash benefits. Look for a sign near the ATM that tells you if you will be charged a surcharge for using that ATM.

Report Fraud!

Buying, selling, or otherwise misusing SNAP benefits is a federal crime. To report suspected abuse, visit

www.usda.gov/oig/hotline.htm

or call **1-800-424-9121**

WHERE TO GET HELP WITH YOUR MONTANA EBT CARD OR ACCOUNT

WHEN TO GO ONLINE

www.myBnft.com

- To activate your card and select your PIN
- To check your balance and transactions
- To report your card lost or stolen
- To change your PIN
- To enroll in deposit notifications
- To send a secured message to Customer Service

WHEN TO CALL CUSTOMER SERVICE

1-866-850-1556
Available 24/7

- To activate your card and select your PIN
- To check your balance and transactions
- To report your card lost or stolen
- To change your PIN
- To enroll in deposit notifications
- To ask questions or report problems about your card

WHEN TO CALL YOUR LOCAL DPHHS OFFICE

1-888-706-1535

7:00am to 6:00pm Monday - Friday

- To ask questions or report problems about your benefits
- To report an address change
- To set up an Authorized Representative who could use your card to shop for you
- If the food you purchased with your EBT card has been destroyed in a household misfortune (fire, flood, natural disaster, etc.) you may be eligible for a replacement issuance of SNAP dollars spent on that food

WWW.MYBNFT.COM

This institution is an equal opportunity provider.

IMPORTANT INFORMATION ABOUT YOUR EBT CARD

WHAT IS YOUR "PIN"?

When you get your card, you will choose your PIN. Use four numbers that you can remember but other people cannot easily guess.

If you forget your PIN or need a new PIN, contact customer service at 1-866-850-1556.

You have four tries each day to enter your correct PIN. After four tries, you cannot use your card until the next day.

PROTECT YOUR PIN

- Keep your PIN secret. Memorize it!
- DO NOT write your PIN on your card.
- DO NOT let anyone (not even the store clerk) see your PIN when you enter it into the point of sale (POS) machine.
- Don't let anyone use your card and PIN.
 - There are no transaction fees associated with using your EBT card.
 - There is no minimum dollar amount limit nor maximum limit on number of purchases with your EBT card.
 - If elderly or disabled, you may be able to use your EBT card to pay for delivered meals from Meals on Wheels or similar programs.
 - Residents of certain group living arrangements may be able to purchase meals with EBT cards. Please contact your local OPA for information.

BE CAREFUL WHERE YOU USE YOUR CARD

Your card is like cash. Keep it in a safe place.

- DO NOT throw away your card. Use the same card every month.
- Put your card away as soon as you finish using it. DO NOT leave your card laying around, even at home.
- DO NOT let others use your card. If they spend your benefits, you can't get them replaced.

DO NOT DAMAGE YOUR CARD BY:

- Bending or folding it, scratching, or writing on the black stripe on the back
- Washing your card or getting it wet
- Leaving it near magnets, TV's, stereos, VCRs, or microwaves
- Leaving it in the sun or other hot places, like the dashboard of a car
- Call 1-888-706-1535 right away if your card is lost stolen or damaged

EBT Account Balance Adjustments:

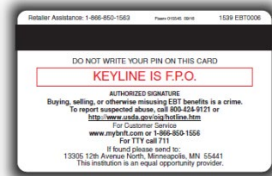
Credit or debit adjustments may be made to your EBT account balance due to transaction or system errors. All requests for adjustments received within 90 days of the error transaction will be acted on. A decision will be made within 10 business days from the date the error is reported or discovered for credit adjustments. If an error requiring a debit adjustment has been identified, you will receive a notice and may request a fair hearing if you dispute the adjustment. If you request a fair hearing within 15 days from the date of the notice no adjustment will be made pending the decision of the fair hearing. After 15 days from the date of the notice the account will be debited. You may still request a fair hearing to dispute the adjustment for 90 days from the date of the notice. If you would like to request a fair hearing regarding an EBT adjustment, please call: 1-888-706-1535

Manual Vouchers and re-presentation:

Manual purchasing systems are available during times when the EBT system is inaccessible. When a manual transaction occurs because the host computer or telephone lines were down and there are insufficient funds to cover the transaction, re-presentation is allowed. The account will be debited by at least \$10 or up to 10% of the transaction monthly until the total balance owed is paid-in-full.

Where can you use your EBT card?

You can use your EBT card at locations that display the SNAP logo and supported remarks such as “EBT Accepted Here.” Authorized retailers may display the following logos on the door or at the register checkout.



Shop Smart

Foods you may purchase with your SNAP EBT card:

- Fruits and vegetables
- Meat, poultry, and fish
- Dairy products
- Breads and cereals
- Other foods such as snack foods and non-alcoholic beverages; and
- Seeds and plants, which produce food for the household to eat

Foods you may not purchase with your SNAP EBT card:

- Beer, wine, liquor, cigarettes, or tobacco
- Vitamins, medicines, and supplements. If an item has a Supplement Facts label, it is considered a supplement and is not eligible for SNAP purchase
- Live animals (except shellfish, fish removed from water, and animals slaughtered prior to pick-up from the store)
- Foods that are hot at the point of sale
- Any nonfood items such as:
 - Pet foods
 - Cleaning supplies, paper products, and other household supplies
 - Hygiene items, cosmetics
- SNAP EBT card benefits shall not be used to pay for any eligible food purchased prior to the time at which an EBT card is presented.

Households with Disabilities

Persons with disabilities who require alternative means of communication for program information (e.g., Braille, large print, audiotape, American Sign Language, etc.) Should contact their local Office of Public Assistance where they applied for benefits Individuals or contact the PAHL Monday – Friday 7:00am to 6:00pm 1-888-706-1535.

Person who are deaf, hard of hearing or have speech disabilities may contact Montana Telecommunications Access Program (MTAP) by calling 1-800-833-8503.

Non-Discrimination Statement

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, religious creed, disability, age, political beliefs, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.

Program information may be made available in languages other than English. Persons with disabilities who require alternative means of communication to obtain program information (e.g., Braille, large print, audiotope, American Sign Language), should contact the agency (state or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339.

To file a program discrimination complaint, a Complainant should complete a [Form AD-3027, USDA Program Discrimination Complaint Form](#) which can be obtained online, from any USDA office, by calling (833) 620-1071, or by writing a letter addressed to USDA. The letter must contain the complainant's name, address, telephone number, and a written description of the alleged discriminatory action in sufficient detail to inform the Assistant Secretary for Civil Rights (ASCR) about the nature and date of an alleged civil rights violation. The completed AD-3027 form or letter must be submitted to:

mail:

Food and Nutrition Service, USDA
1320 Braddock Place, Room 334
Alexandria, VA 22314; or

fax:

(833) 256-1665 or (202) 690-7442; or

email:

FNSCIVILRIGHTSCOMPLAINTS@usda.gov

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Do Not Send Applications or Verifications Here