

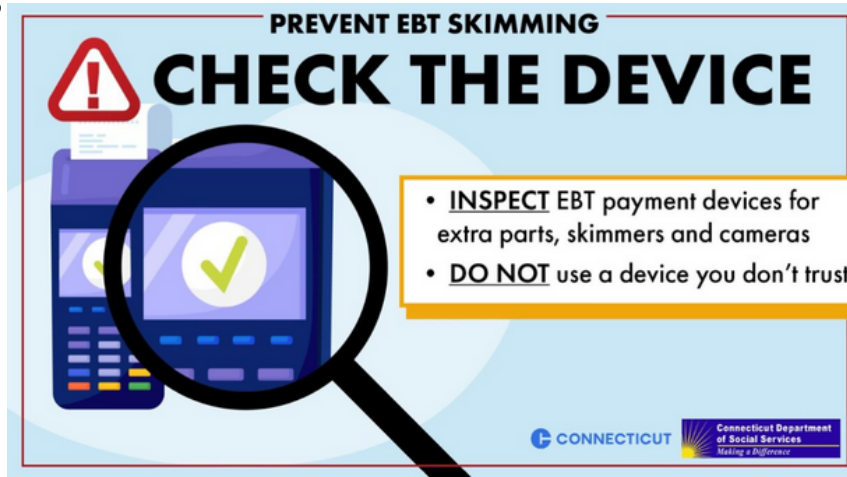


BEWARE OF EBT SKIMMING!

EBT skimming, phishing and cloning scams are on the rise. Skimming occurs when devices are illegally placed on ATMs or store card readers to record EBT card numbers and PINs. The stolen data is then used to create fake EBT cards to steal benefits. For more information visit: [SNAP-replacementbenefits](https://www.ct.gov/dss/snap-replacementbenefits)

WHAT ACTIONS CAN CLIENTS TAKE?

- DSS recommends all EBT card holders change their PIN the night before benefits are to be deposited. Benefits are deposited based on last name:
 - A-F first day of the month
 - G-N second day of the month
 - O-Z third day of the month
- To change a PIN call EBT Customer Service at 1-888-328-2666.
- Avoid simple PINs like 1234 or 0000.
- Keep PIN and card number a secret and cover the keypad when entering PIN on a card reader.
- DSS and EBT customer service will NEVER ask for your EBT PIN.
- Check EBT balance and transactions regularly at [MyDSS](https://mydss.ct.gov) to identify unauthorized charges.



Victims of EBT card skimming, cloning or other fraudulent scams should contact EBT Customer Service at 1-888-328-2666 to change their PIN immediately or order a new card. Victims of theft should request a replacement of stolen SNAP benefits, within thirty (30) days at:

[DSS-replacementbenefits.ct.gov](https://www.ct.gov/dss/snap-replacementbenefits.ct.gov)

Please note that State of CT Regulations DO NOT allow for the replacement of CASH benefits.

