

# Summer Electronic Benefits Transfer (S-EBT) Program

## Contact Resources for Schools



### Connecticut Department of Social Services (DSS) – EBT Card Customer Service

Toll-Free: 888-328-2666

Operates: 24/7

DSS EBT Website: <https://www.connectebt.com/ctebtclient/>

#### Examples of topics DSS EBT Card Customer Service can help address

- Activating S-EBT Card
- Changing PIN
- S-EBT card balance
- Request a replacement card
- Report card lost, stolen, or damaged

### Summer EBT Customer Service

Toll-Free: 844-503-6871

Operates: Monday through Friday, 8:30 AM – 5:00 PM

S-EBT Benefits Website: <https://portal.ct.gov/sebt>

#### Examples of topics S-EBT Customer Service can help address

- Is my child eligible?
- Do I need to apply for my children?
- Why did one child receive benefits and not another?
- Why did my child not receive benefits when others in school did?
- Where was the card mailed?
- What is the current status of my benefit?
- How does a household opt out of benefits?
- Why am I receiving this letter/benefit when I did not apply?
- If DSS refers household to school for benefit or school security number (SSN) confirmation, direct household to S-EBT Customer Service.