

Pandemic E-BT (P-EBT) Informational Guide and Tips for County Partners

P-EBT CARD PIN PROCESS:

- A cardholder will use the Automated Response Unit (ARU) to set and change the card PIN.
 - The cardholder must dial the EBT Customer Service Line (877) 328-9677, which is available 24 hours a day, 7 days a week. This number is also located on the back of the P-EBT card.
 - The cardholder will select “1” for English or listen to the remaining options for their preferred language. The cardholder will then enter information found on the front of their card.
 - After the Main Menu, the cardholder will select option 4 to establish the PIN. The cardholder will enter a 4-digit PIN, and then will be asked to re-enter the same 4-digit PIN to confirm.
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P-EBT CARD AND PERSONAL INFORMATION SECURITY

- Avoid using common PINs, such as all one number or consecutive numbers, i.e. 1234 or 5555.
 - CDSS will never contact clients to solicit information to establish or validate eligibility for P-EBT.
 - A Social Security Number (SSN) is not needed to receive P-EBT benefits nor to PIN the card.
 - Cardholders will never be asked to send documents or photos of documents to establish or validate eligibility.
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TIPS FOR CLIENTS CALLING WITHOUT AN EBT CARD

- Customers should call the EBT Customer Service Line at 1 (877) 328-9677 if they have not yet received their card, lost their card and need a replacement, or would like to speak to someone directly for assistance.
- Once connected, the caller will choose language and the automatic COVID-19 message will play. After a few seconds, the prompt will ask if they are calling to report a lost or stolen card (press 1) or if they are calling to report unauthorized card use (press 2). Press “1” to be transferred to a live customer service agent.
- Online applications for the P-EBT for families who have not yet received their card will be available starting on May 22 and will be available through June 30, 2020. See <https://ca.p-ebt.org> for additional information.