

**KEEP YOUR RECEIPT. IT SHOWS YOUR
NEW ACCOUNT BALANCE.**

Account Adjustments -- Receipts are your proof if there is a problem with your account. Always save your receipts. If you think a store deducted too much from your account, call EBT Customer Service at 1-800-997-9999 right away.

If a review of your account shows too much was deducted, the difference will be put back in your account.

If a review shows the right amount was deducted, and you still disagree, you may request a fair hearing.

If a store reports an equipment problem caused too little to be deducted from your account, the following action will be taken to correct your account.

A letter is sent to you informing you of the mistake.

If you believe the action is incorrect, you may request a fair hearing.

What If a store charged the wrong price? --

If too much, ask the store to make an adjustment to your account. If the store refuses to adjust your account, call EBT Customer Service at 1-800-997-9999.

Can I return an item bought with SNAP or TEA to the store? If the item was purchased with your SNAP account, the cost of the item is put back in your account. If you return an item that you bought with your cash account, the amount of cash is refunded to you, not the account.

**Report lost or stolen EBT cards immediately
because benefits stolen from EBT accounts**

CANNOT be replaced.

1-800-997-9999

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And at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992.

Submit your completed form or letter to USDA by:

(1) Mail: U.S. Department of Agriculture

Office of the Assistant Secretary for Civil Rights

1400 Independence Avenue, SW

Washington, D.C. 20250-9410;

(2) Fax: (202) 690-7442; or

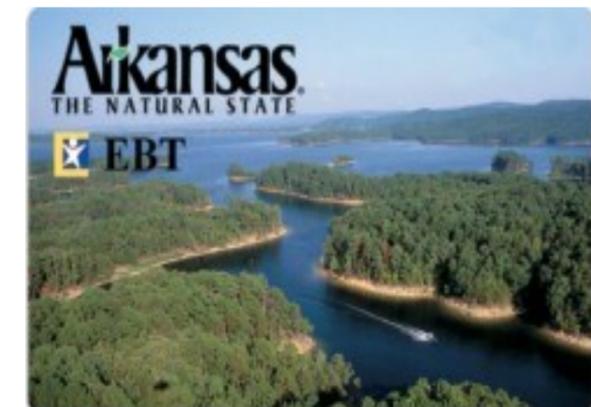
(3) Email: program.intake@usda.gov.

This institution is an equal opportunity provider.

Arkansas

SNAP and TEA Electronic Benefit Transfer

- EBT -



How to Access Benefits with your Arkansas EBT Card

Si no puede leer este forma en ingles, llame

1-800-482-8988 para obtener un papel en espanol. If you need this document in a larger print, then please call 1-800-482-8988.

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DCO - PUB 426 (12-16) Arkansas SNAP and TEA Electronic Benefit Transfer - EBT - How to Access Benefits with your Arkansas EBT Card

What is EBT? -- EBT stands for Electronic Benefit Transfer. It is the way you get your benefits in the State of Arkansas. You can also use your Arkansas EBT card in other states as long as you still have benefits remaining in your account. EBT lets you get your benefits using a debit card. Benefits left at the end of the month stay in your account for one full year from the date they were authorized.

What should I know about my SNAP account? --

- It does not cost you to use the Arkansas EBT card for SNAP transactions.
- You do not get cash back when you use it.
- You can only buy food.
- You can pay part in cash and part with your SNAP benefits.
- You can use your EBT card if your SNAP case is closed as long as you have benefits left in your account.
- Keep your EBT card. You will use the same card every month. If your case is closed, and then reopened at a later date, you will be able to use the same card.

What should I know about my TEA account? --

You can use an ATM two times a month for free. Some ATMs and retailer POS terminals may surcharge your account. A surcharge is different from a transaction fee and may or may not be charged by a bank or retailer each time you use your card to get your cash benefits. There will be a warning about this fee. You do not have to pay the fee if you choose not to get your cash at locations where the fee is charged

Some ATMs and most retailer POS terminals do not surcharge. Find a location that does not surcharge and get your cash benefits there.

After the second cash withdrawal, you will be charged a transaction fee of \$.65. If you do not have enough in your account to pay for the fee, the transaction will be denied.

What is a PIN? -- A PIN is a Personal Identification Number. It is a secret code that you enter on a keypad when you use your EBT card.

- Your card can't be used without your PIN.
- Keep your PIN a secret. Do not share it, as your benefits will not be replaced. Never write your PIN on your card or anything you keep with your card.
- Do not let anyone see you enter your PIN.
- To protect your account, if you enter your PIN wrong on the keypad 4 times in a row, you can't use your account until the next day.

How do I get my PIN? -- You will need your EBT card to get your PIN.

- You decide what your PIN is.
- Select 4 numbers that you will remember, but no one can guess.
- Call EBT Customer Service at 1-800-997-9999 and follow the instructions using your selected numbers.

When can I use my Arkansas card? --

- Call the EBT Customer Service at 1-800-997-9999 to select your PIN.
- Remember your PIN. You must use the code to make your card work.
- After you have the PIN you may begin using your EBT card.

EBT Customer Service -- How, when and why do I call? --

You will need to use a touch-tone phone and have your card handy, as you will be asked for the 16-digit number on the front of the card. You will need to follow the instructions given by the Automated Response Unit and enter your answers using the numbers on your phone. You will be allowed to talk to a customer service representative, if needed.

Call 1-800-997-9999 toll-free, 24 hours a day, 7 days a week to:

- Report a lost, stolen, or damaged card
- Select your PIN when you get a new card. Note: You do not have to change your PIN if you request a replacement card.

- Change your PIN if someone knows what yours is or if you have forgotten your PIN.
- Balance inquiry.
- Obtain a list of your last 10 transactions.
- Report if a store deducted the wrong amount.
- Ask a question about using your EBT card

Where can I use my Arkansas EBT card?

If you have SNAP, look for the Quest® sign that has a grocery bag with "SNAP" printed on it. Not all retailers display this sign. If you do not see it, ask if you can use your card at the store.



If you have TEA benefits, look for the Quest® sign with the dollar sign. Not all ATMs display this sign. ATMs may have the Quest® sign without a dollar sign. If you do not see the sign, ask if you can use the card.

How do I use my card at a POS Machine?

- Tell the clerk you want to use your card.
- Slide your card through the POS machine.
- Choose Food or Cash
- Enter your purchase amount
- Enter your PIN on the POS keypad.
- Press the enter button.

How do I use my card at an ATM?

- Put your card in the machine and read the directions on the screen.
- Enter your PIN on the keypad
- Press the withdrawal button
- Press the checking button
- Enter the amount of cash you want to withdraw
- Press the enter button.
- Look at your receipt. Make sure the purchase amount or cash withdrawal amount is correct.