

ملحوظة: إذا كنت تتحدث أكثر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-855-247-3092 (Arabic). 3092-247-855-1

ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-855-247-3092. (French)

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-855-247-3092. (Spanish)

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-855-247-3092. (Vietnamese)

ध्यान दिनुहोस्: तपाईंले नेपाली बोल्नुहुन्छ भने तपाईंको निम्ति भाषा सहायता सेवाहरू नि:शुल्क रूपमा उपलब्ध छ । फोन नुहोस् 1-855-247-3092। (Nepali)

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-855-247-3092. (German)

XIYYEEFFANNA: Afaan dubbattu Oromiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa 1-855-247-3092. (Cushite)

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-855-247-3092. (Russian)

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-855-247-3092. (Portuguese)

注意事項: 日本語を話される場合、無料の言語支援をご利用いただけます。1-855-247-3092 まで、お電話にてご連絡ください。 (Japanese)

注意: 如果您使用繁體中文, 您可以免費獲得語言援助服務。請致電 1-855-247-3092。 (Chinese)

ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-855-247-3092. (Italian)

OBVAJEŠTENJE: Ako govorite srpsko-hrvatski, usluge jezičke pomoći dostupne su vam besplatno. –Nazovite 1-855-247-3092. (Serbo-Croatian/Bosnian)

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wikang walang bayad. Tumawag sa 1-855-247-3092. (Tagalog)

เรียน: ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร 1-855-247-3092. (Thai)

Ikiwa unazungumza Kiswahili na unahitaji huduma za ukalimani za bila malipo piga simu kwa 1-855-247-3092 (Swahili)

## Frequently-asked questions

### What if my card is lost, stolen, damaged or just won't work?

Call 1-800-914-8605 toll free for assistance — 24 hours a day, 7 days a week.

### What if I enter the wrong PIN?

You get three chances to enter the right number. If the right PIN is not entered by the third try, a hold will be placed on your card and you won't be able to try again until after midnight. If the ATM keeps your card, call 1-800-914-8605 to request a replacement.

### What if the POS terminal is not working or the store doesn't have one?

1. You can still buy eligible food items using your 3SquaresVT benefits.
2. The cashier will call to make sure you have enough benefits in your account.
3. If the purchase is approved, the cashier will fill out a paper form with your card number and the amount of the eligible food items. Don't give the cashier your PIN.
4. Sign the form and keep a copy for your records.

**DO NOT** try to buy food with your SNAP benefits unless you have your EBT card with you at the time you buy the food. You may not buy food on one day and pay for it with your EBT SNAP benefits on another day.

### What if my address changes?

Call 1-800-479-6151 to report this change to the Economic Services Division.

### Are there any fees for using my card?

Yes. There may be fees on certain transactions (see below). These will be taken directly from your cash account.

No Transaction Fee
<ul style="list-style-type: none"> <li>• Buy food at participating stores.</li> <li>• Get cash at participating stores.</li> <li>• First four ATM transactions each month.</li> </ul>
45-Cent Transaction Fee
<ul style="list-style-type: none"> <li>• 45 cents for each cash withdrawal at an ATM, after four free ones each month.</li> </ul>
Surcharge Per Transaction
<ul style="list-style-type: none"> <li>• Some ATMs and POS machines charge an additional fee (called a surcharge) every time you get cash.</li> <li>• Look for a sign near the ATM or POS that tells you the amount of any surcharge.</li> </ul>

If you lost food purchased with your 3SquaresVT benefit due to a household misfortune like a flood, fire, hurricane, refrigerator breakdown, or power outage lasting at least four hours, you may be eligible for replacement benefits.

To request replacement 3SquaresVT benefits, you must report the loss within 10 days of the misfortune by calling 1-800-479-6151 or visiting your local Economic Services office.

### How will I know my account balance?

The easiest way is to keep your receipts. You can also call 1-800-914-8605 or go to [www.ebtedge.com](http://www.ebtedge.com) to check your balance.

### How do I dispute a transaction?

You have 90 calendar days to report an inaccurate transaction charged to your EBT account. Here's how:

1. Call the EBT Customer Service Unit at 1-800-914-8605.
2. If your claim is approved, your benefits will be added back on your card. **Check your balance after 10 business days.**
3. If your claim is denied, you'll get a letter in the mail that explains the reason for the denial and how to request a fair hearing to appeal the decision.

If we have to adjust the amount on your card because of an error we've made, we'll notify you about the change and your right to request a fair hearing to appeal it.

### EBT Customer Service

1-800-914-8605

Please let us know if you:

- Need special accommodations because of a disability.
- Have limited English and need help understanding this information.

[www.ebtedge.com](http://www.ebtedge.com)

This institution is an equal opportunity provider.



# The Vermont EBT Card

A safe, easy and convenient way to use your benefits

 **VERMONT**  
DEPARTMENT FOR CHILDREN & FAMILIES  
ECONOMIC SERVICES DIVISION

## Welcome to Vermont EBT!

Your EBT card is how you'll receive many of your benefits from the Economic Services Division.

### If you get food benefits from programs such as 3SquaresVT, Summer EBT, or Reach Ahead:

- You can use your card to buy eligible food items at participating stores and farmers' markets. See what you can buy at [www.fns.usda.gov/snap/eligible-food-items](http://www.fns.usda.gov/snap/eligible-food-items)
- The exact amount of your food purchase will be deducted from your account. **You cannot get change or request cash back.**
- There is no minimum dollar amount you have to spend to use your card.
- There is no maximum number of times you can use your card each month.

### If you get cash benefits from programs such as Emergency Assistance, Essential Person, or Reach Up:

You can use your card to:

- Get cash or pay for purchases at participating stores and farmers' markets.
- Withdraw cash at participating Automated Teller Machines (ATMs).

### Use them or lose them!

**3SquaresVT** benefits not accessed for 274 days, and cash benefits not accessed for 90 days, will be permanently removed from your account.

**Summer EBT** benefits not used within 122 days from issuance will be permanently removed from your account.

### \*\*Important\*\*

- Be sure to sign the back of your card.
- Don't throw the card away! You'll keep using it for as long as you get benefits.
- Keep your card clean and safe. If it gets dirty or is damaged, it may not work.

## How it works

1. We send you an EBT card.
2. You select a 4-digit Personal Identification Number (PIN) you'll need every time you use your card.
3. Your benefits are added to your card on the same date each month depending on the program— even if it falls on a weekend or holiday.
4. You use your card at participating stores, ATMs, farmers' markets and anywhere you see the QUEST® logo.



### Your 4-Digit PIN

If this is your first card, please call 1-800-914-8605 toll free and use the automated system.

If this is a replacement card, your current PIN will still work. If you don't remember or want to change it, call 1-800-914-8605 to select a new one.

**Don't write your PIN on your card. If someone knows your PIN and uses your card to get benefits, those benefits will not be replaced.**

## How to use your card

### At Participating Stores:

1. Know your balance before you go.
2. Swipe your card through the Point-of-Sale (POS) terminal or hand it to the cashier.
3. Select the account you want charged: **Food** or **Cash**.
4. Enter your 4-digit **PIN**, then **Ok** or **Enter**.
5. After the cashier enters the purchase amount, press **Yes** if it's correct.
6. When the cashier gives you your receipt<sup>1</sup>, make sure it's right.
7. Keep the receipt<sup>1</sup>. It tells you how much is left in your account. You can also call 1-800-914-8605 to get your account balance.

### At Participating ATM Machines:

1. Insert or swipe your card. Follow the instructions on the screen.
  2. Enter your 4-digit **PIN**, then **Ok** or **Enter**.
  3. Select **Withdraw Cash** and then **Checking**.
  4. Enter the amount you'd like in whole dollar amounts (e.g., \$20, \$40, \$60).
  5. Follow the instructions on the screen.
  6. Keep the receipt<sup>1</sup>. It tells you how much is left in your account. You can also call 1-800-914-8605 to get your account balance.
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1. Your receipt should include the date, merchant's name and location, and transaction type and amount.

## At Participating Farmers' Markets

1. Visit the EBT/Debit stand at the market.
  2. Tell the person you want to use your EBT card and how much you want to spend.
  3. Swipe your card in the machine.
  4. Enter your **PIN**, then **Food** or **Cash**.
  5. The person will give you wooden tokens you can use to buy products at the market: \$1 tokens for **Food** and \$5 tokens for **Cash**. The \$1 tokens may only be used to buy food eligible under 3SquaresVT rules.
  6. Keep the receipt<sup>1</sup>. It tells you how much is left in your account. You can also call 1-800-914-8605 to get your account balance.
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1. Your receipt should include the date, merchant's name and location, and transaction type and amount.

## Where to use your card

Get lists of the participating stores, ATMs and farmers' markets on our website at <https://dcf.vermont.gov/benefits/EBT>

### Restriction Notice

You cannot use an ATM or make purchases using your cash benefits at any:

- Casino or gaming establishment
- Liquor store
- Strip club

Any benefits used at restricted locations will have to be repaid.