

IMPORTANT INFORMATION ABOUT ACTIVATING AND USING THIS CARD

Why am I getting this card?

The student named on this card was enrolled in free or reduced lunches at school before schools closed due to the public health emergency. The federal Pandemic Supplemental Nutrition Assistance Program (P-SNAP) helps families that have increased food costs due to school closures by providing a one-time \$319 payment for each child enrolled in free or reduced lunches. The payment is on this electronic benefit card (EBT). If you have any questions about your child's participation in this program, call the Arkansas Department of Human Services Client Assistance line at **1-800-482-8988**.

How do I activate the card?

Call the Arkansas EBT Customer Service at 1-800-997-9999. You will need the number on the front of the card and date of birth of the child named on the card. You DO NOT need to provide the last four digits of your child's social security number. Instead, enter four zeros (0000) when asked for the last four digits. Next you will need to set a four-digit pin number. You will use this number when making purchases when using the card. After these steps are done, your card is activated.

How do I use the card?

Once activated, the card can be used to purchase eligible food items anywhere SNAP/EBT cards are accepted, most often a local grocery store. Though the card is in your child's name, the parent can use it. You must have the four-digit pin number you created when activating the card. The card can be used in the point of sale device, just like a debit card or can be handed to the cashier.

What can the benefit be used for and what do I do if I do not want them?

You can **only** use this card to buy food that you can cook at home and plants and seeds that can be used to grow food. You cannot get cash back when you use this card or buy alcohol, tobacco, prepared foods, or non-food items. If you do not want these benefits, you can destroy this card by cutting it in half and the benefits will expire within 365 days.

What else do I need to know?

These benefits are non-transferrable. **This means that you cannot sell the card. This is against the law.**

Arkansas will continue to comply with civil rights requirements, to include providing equal access to individuals with disabilities and individuals who are limited English proficient.

