SNAP EBT & CASH CARDS SAFETY TIPS

The Ohio Department of Job and Family Services suggests these safe steps for anyone using a SNAP or cash assistance card:

1   **Change the personal identification number (PIN) for your EBT or cash cards at least monthly, especially before each scheduled benefit deposit or after making an online purchase using an EBT or cash card and PIN**

2   **Never share your EBT or cash card number or PIN if asked for through an email, text message, or over the phone.**

3   **Carefully look at any card reader before using your card: theft devices can be placed over the card reader. Check if a reader sticks out or doesn't seem secure.**

4   **When using your card, cover the keypad with your body or hand to stop someone from seeing your PIN. Scammers sometimes try to get your PIN by watching from a distance.**

Dept. of Health and Human Services
Cuyahoga Job and Family Services

SNAP Supplemental Nutrition Assistance Program

HOW DO I CHANGE MY EBT OR CASH CARD PIN?

You can change your SNAP EBT Card PIN by:

- Logging into your online account at https://www.connectebt.com or by calling 1-866-386-3071

You can change your Cash Card PIN by:

- Logging into your online account at https://www.goprogram.com/ or by calling 1-855-926-2105

WHAT SHOULD I DO IF I THINK MY BENEFITS WERE STOLEN?

If you suspect benefits have been stolen, notify the Cuyahoga County Health and Human Services Dept. of Investigations – Fraud Hotline. You may also choose to file a police report with your local police department.

Below are two ways you can report public benefit fraud to CJFS:

• Complete and submit the "Public Assistance Fraud Referral Form" online at: bit.ly/fraudform

• Call the Cuyahoga County Health and Human Services Dept. of Investigations – Fraud Hotline at (216) 987-6950

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