

How to Protect Your Electronic Benefits Transfer (EBT) Benefits FAQ

How can I protect the benefits on my EBT card?

- Protect your Personal Identification Number (PIN) on your EBT card.
 - Do not share your PIN number or write it on your card.
 - Do not use easy or common PIN numbers EX: 1234, 1111, 2222.
 - Change your PIN at least once a month.
 - Best practice: Change your PIN before the benefit issuance date.
- Check your transaction history often.
- Freeze or deactivate card and/or re PIN if suspicious activities are discovered.
- Always review your EBT activity with Fidelity Information Services (FIS).
 - You can access FIS by: Mobile App ebtEDGE, website: www.ebtedge.com or by calling 1-800-843-8303.
- Beware of scams. Neither State agencies nor EBT processors will ever call or text to ask for EBT card PIN or card number.
- Enter a security code (PIN)
 - The security code should be numerical and must be verified every time you request information or any actions as it relates to your EBT card or EBT account
- You can block internet transactions via the ebtEDGE mobile app or www.ebtedge.com
 - This feature will block all internet transactions on your card and can be turned on and off in the app or webpage as often as needed.
- You can block out of state transactions in the ebtEDGE mobile app or www.ebtedge.com
- This feature will block your card from being used outside the state of New Mexico. This feature can be turned on and off in the app or webpage as often as needed.
- You can freeze your EBT card.
 - This feature will not allow any purchases using your card until the card is unfrozen. This feature can be turned on and off in the ebtEDGE app or through www.ebtedge.com as often as needed.
- Request a new card if you suspect fraud on your account.
 - A new card can be ordered Via the ebtEDGE app
 - Calling FIS at 1-800-843-8303 or
 - Calling the HCA call center at 1-800-283-4465
- If you see suspicious activity or see something unusual at a card reader, report it to the retailer immediately. Freeze, deactivate, and/or update your PIN.
- Prior to swiping your EBT card observe the card reader before swiping. If anything looks unusual inform the retail provider immediately. Skimmers can be added to card readers and are designed to steal your information.



To use the QR code use your camera on your phone to scan the image and follow screen prompts

Scan QR Code for App

