



PROTECTING YOUR EBT BENEFITS

Criminals are targeting Ohio SNAP EBT and cash assistance clients by installing skimming devices on store card readers. These skimmers allow them to capture your card and PIN numbers without you knowing.



SPOT THE SKIMMER

Card skimming can happen to anyone who uses a credit, debit or EBT card. Skimmers can be placed on point-of-sale card readers at stores.

1

Look for added equipment on or near the device. Pinhole cameras are sometimes installed to capture customers entering their PIN. Cover the keypad when you enter your PIN

2

Criminals may place phony PIN keypads over the originals. Pull at the edges of the keypad before entering your PIN. Do not use if the pad surface looks raised or if there is tape or glue residue on the edges.

3

Check to see if the card reader sticks out or doesn't seem secure. Any loose or protruding parts are suspect.

PROTECT YOUR PIN

- Keep your PIN and card number a secret.
- NEVER share these numbers if asked through email, text message or on the phone.
- Change your PIN monthly before each scheduled deposit.
- Don't use an easy PIN such as 1234 or 1111.

USE CARD LOCK & CARD ALERTS

Ohioans have two easy ways to protect their EBT cards. Use the Card Lock/Unlock feature to secure your benefits and try Card ALERTS for notification when your card is used or changes are made to your account.

- Use the new Card Lock/Unlock feature to secure your food benefits.
- Get Card Use ALERTS for new transactions (purchases, returns, deposits, etc.)

If you see card use, change your PIN and notify customer service (866-386-3071) and your County JFS.



STOP SCAMMERS

- Download the ConnectEBT app to get transactions alerts and lock your card when not using it.
- Check your card statements often for any unusual transactions.
- Report any card misuse to your County Job and Family Services office.
- Avoid using APP's other than ConnectEBT to protect your personal information.
- Don't share picture of your card and don't send picture of your card for any reason to anyone.