

Families First Discovery Pass

You can use your Families First EBT card to receive free or highly discounted admission to arts and history organizations, venues and programs throughout New Jersey.

For a list of participating organizations, visit [FamiliesFirstDiscoveryPass.com](https://www.nj.gov/familiesfirstdiscoverypass.com).



How do I replace my card?

- Visit [NJFamiliesFirst.gov](https://www.njfamiliesfirst.gov).
- In the [ConnectEBT](#) app.
- Call Customer Service at **1-800-997-3333**.
- Visit [MyNJHelps.gov](https://www.mynjhelps.gov)

You may receive up to two replacement cards for free. After that, there may be a fee.

If you need to update your address before requesting a replacement, please call Customer Service or change it in your [MyNJHelps.gov](https://www.mynjhelps.gov) account. You may also contact your County Social Service Agency (CSSA) to update your address and request a replacement card be mailed to you.

In some cases, your CSSA may be able to provide a temporary replacement card. This replacement card will not have a chip. You will need to swipe your card until receiving a replacement chip card in the mail.

Tap-to-Pay for a More Secure Way

Your Families First EBT card contains a chip to help keep your benefits secure.

At the store, you should tap or insert your card when making payments. If a store only allows swiping, you can still do so.

Protect Your Benefits From Theft

- Immediately report your lost, stolen or damaged card so no one can steal your benefits.
- Change your PIN frequently.
- Do not write your PIN on your card.
- Do not carry your PIN in your purse or wallet where someone can find it.
- Do not link your Families First EBT account to any third-party apps.

Stolen benefits cannot be replaced.



For more protection, you should lock your card when you are not using it.

Scan the QR code to learn the steps to:



NJFamiliesFirst.gov
1-800-997-3333
 **Connect EBT**

Manage Your Account

There are two places you can manage your account:

- [NJFamiliesFirst.gov](https://www.njfamiliesfirst.gov).
- [ConnectEBT](#) app.

You can set up your account on either, then use the same username and password for both. You can:

- Activate your card.
- Change your PIN.
- Check your balance.
- See your transaction history.
- Report your card as lost, stolen or damaged.
- Request a replacement card.
- Lock/Unlock your card.
- Sign up for account alerts.



[ConnectEBT](#) is free and is the **only official** Families First EBT app. Available in the Apple App Store or Google Play Store. Other EBT apps are **not** associated with Families First EBT and you should not link your card to any other app. [ConnectEBT](#) is secure and connects directly to your account.

Customer Service

Call **1-800-997-3333** to:

- Activate your card.
- Change your PIN.
- Check your balance.
- Hear your transaction history.
- Report your card as lost, stolen or damaged.
- Request a replacement card.
- Resolve issues with your account login.
- Unlock your card.
- Receive other account info.

This institution is an equal opportunity provider.
State of New Jersey
Department of Human Services | Division of Family Development
06/26



New Jersey Families First Electronic Benefits Transfer (EBT) Card

Your way to access SNAP and WFNJ benefits

NJFamiliesFirst.gov
1-800-997-3333
 **Connect EBT**

Your Supplemental Nutrition Assistance Program (SNAP) benefits can be used to buy food items, such as fruits, vegetables, meat, dairy products, breads, cereals, snacks or seeds and plants you can eat.

Your SNAP benefits cannot be used to buy alcohol, tobacco, household items, vitamins and supplements, or hot and prepared food.

If you receive cash assistance benefits through Work First New Jersey (WFNJ), you can use your card to purchase items not allowed by SNAP.



Do Not Throw Your Card Away!

You will NOT receive a new card each month. You will receive your benefits on the same date at the beginning of each month.

Nine months of card inactivity will trigger food and cash benefits older than nine months to be removed from your card. Once benefits are removed, they will not be replaced.

If your case closes and you still have benefits left in your account, you can use your card until your balance is \$0.

Where can I use my card?

You can use your card at participating stores, farmers markets or at an Automated Teller Machine (ATM) (WFNJ only). Look in stores for the SNAP logo or a sign that says “EBT/SNAP accepted here.”

You can also use your card online at some stores for curbside pickup or delivery. Your benefits cannot be used to pay for delivery, other service fees or tips.

Find a list of stores, including those with online ordering on [NJSNAP.gov](https://www.njsnap.gov).



How do I check my balance?

- Check your last receipt.
- Visit [NJFamiliesFirst.gov](https://www.njfamiliesfirst.gov).
- Use the [ConnectEBT](#) app.
- Call customer service at **1-800-997-3333**.
- Go to an ATM with the Quest® logo and select the Balance Inquiry option (WFNJ only). There is no charge for balance inquiries.



How do I use my card at the store?

To pay with your benefits in the store, tap or insert your card into the machine and choose FOOD (for SNAP) or CASH (for WFNJ), then enter your PIN.

If you use your card to order online, you may be prompted to add a secondary payment to cover any non-EBT purchases or online service fees.

Families First EBT cards may not be used to access cash benefits at:

- Liquor stores.
- Casinos/gambling establishments.
- Businesses providing adult entertainment, such as strip clubs.

⚠ Important Reminder:

It is a crime to sell your card and PIN to others. If a violation is determined, you will have to pay back any benefits sold illegally and you will be disqualified from the program and referred for criminal prosecution.

How do I use my card at an ATM?

If you receive WFNJ benefits, you can get cash and check your balance at any ATM.

To get cash:

1. Follow the ATM instructions for tapping or inserting your card.
2. Enter your PIN.
3. Choose “cash withdrawal.”
4. Select “checking.”
5. Enter the amount you would like to withdraw.
6. If your transaction is approved, the ATM will give you your cash and print a receipt.

You can withdraw cash three times every month without a fee. Each additional withdrawal will cost you 45¢, which will be taken from your WFNJ cash balance.

