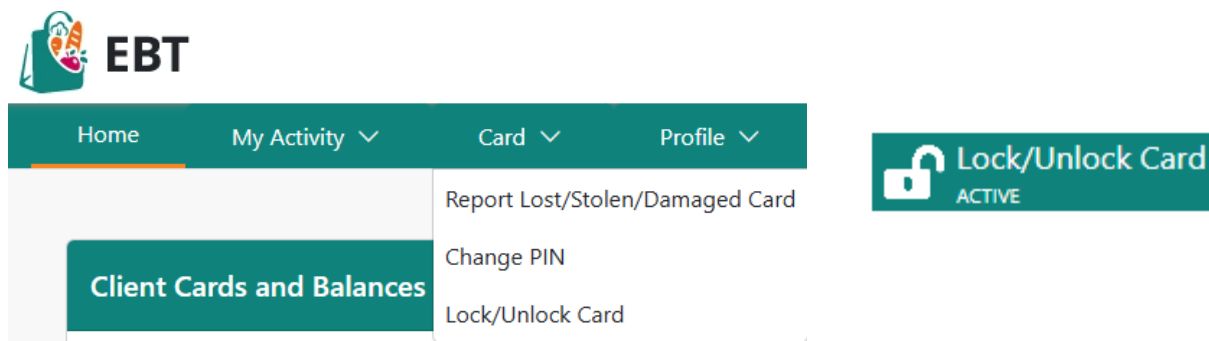


HOW TO LOCK YOUR FAMILIES FIRST EBT CARD

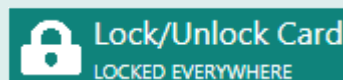
Protect your benefits from theft on NJFamiliesFirst.com

1 Create or log into your account on NJFamiliesFirst.com.

2 Under the “**Card**” dropdown, select “**Lock/Unlock Card**” or click the icon in the top right corner of the website.



3 Select “**Lock My Card Everywhere**” and click “**Submit.**” Your status will say “**Locked Everywhere**” when locked.

A screenshot of the 'Lock/Unlock Card' form. The form has a title 'Lock/Unlock Card'. It contains a 'Card Number' field with the text 'Card number ending in 0211'. Below that is a 'Current Status' field with the text 'ACTIVE'. Underneath is a section titled 'Lock/unlock your card by selecting the below options:' with two radio button options: 'Lock My Card Everywhere' (which is selected) and 'Lock My Card (Outside Of New Jersey)'. At the bottom of the form is a 'Submit' button.

NOTE: “Lock My Card (Outside of NJ)” is less secure and will not block online transactions.

Even if your card is locked, you will still receive your benefits.

For help, call EBT customer service at 1-800-997-3333

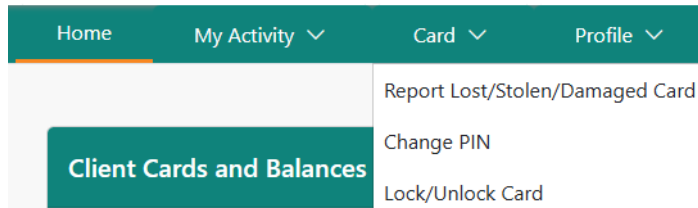
HOW TO UNLOCK YOUR FAMILIES FIRST EBT CARD

1

Log into your account on **NJFamiliesFirst.com**.

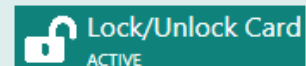
2

Under the “**Card**” dropdown, select “**Lock/Unlock Card**” or select the icon in the top right corner of the website.



3

Select “**Unlock My Card**” and click “**Submit.**”



Select an option to automatically re-lock your card in 30, 60 or 90 minutes or select “**No**” to manually re-lock later. Click “**Submit.**” Your card is now ready to use.

Lock/Unlock Card

Card Number
Card number ending in 0211

Current Status

Lock/unlock your card by selecting the below options:

Unlock My Card
 Lock My Card (Outside Of New Jersey)

Would you like your card to re-lock automatically?

No [default]
 Re-lock my card in 30 minutes
 Re-lock my card in 60 minutes
 Re-lock my card in 90 minutes

Note: Re-lock times are approximate. It may takes a few extra minutes to re-lock your card depending on system availability.

IMPORTANT:

- Even if your card is locked, you will still receive your benefits.
- If you get a replacement card, you will need to lock it after activation.
- Customer service can only unlock your card, NOT lock your card.

For help, call EBT customer service at 1-800-997-3333