

Do Not Share Your PIN

- Do not write your PIN on your card.
- Do not carry your PIN in your purse or wallet where someone could find it.
- If someone else has access to your card and PIN, and they use your benefits, your benefits will not be replaced.

Protect Your Benefits From Theft

- Immediately report your lost, stolen or damaged card so no one can steal your benefits.
- Lock your card when you are not using it.
- Change your PIN frequently and keep it private.

Coming Soon

All Families First EBT card users will receive a new card with an updated design and chip to offer more protection against theft.

Check NJSNAP.gov or WFNJ.gov for updates on when new cards will be mailed.

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 the state of New Jersey.

Find a list of participating organizations at www.FamiliesFirstDiscoveryPass.com.

Manage Your Account

There are two places you can manage your account: NJFamiliesFirst.com or the [ConnectEBT](#) app. You can set up your account on either, using the same username and password for both.

On both platforms you can:

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

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.
- Unlock your card.
- Receive other account information.

You can also contact your County Social Service Agency (CSSA) to get a replacement card. You may receive up to two replacement cards for free - after that, there may be a fee.



The [ConnectEBT](#) app is free (only official app) and available in English and Spanish. You can download it in the Apple App Store or the Google Play Store.

This institution is an equal opportunity provider.

State of New Jersey
Department of Human Services | Division of Family Development
06/25



New Jersey Families First EBT Card

Using your Families First Electronic Benefits Transfer (EBT) card is a safe, easy way to access your SNAP and WFNJ benefits.

NJFamiliesFirst.com
1-800-997-3333



You will receive your benefits on the same date at the beginning of each month.

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 prepared food sold at the store.

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.

Unused cash and food benefits older than nine months will be removed from your card. Once the 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, farmer's 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 for curbside pickup or delivery at some stores. 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 the "Using Your Benefits" page at NJSNAP.gov.

How do I use my card at the store?

To pay with your benefits in the store, slide your card through 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 cards may not be used to access cash benefits at:

- liquor stores
- casinos/gambling establishments
- businesses providing adult entertainment, such as strip clubs

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 obtained illegally, and you will be disqualified from the program and referred for criminal prosecution.

How do I check my balance?

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

How do I use my card at an ATM?

If you receive WFNJ, you can get cash and check your balance at any ATM with the Quest® logo.

To get cash:

1. Follow the ATM instructions for swiping or entering 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.

