

## **Summer EBT Card Activation & Lost or Stolen Card Instructions**

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### **To activate the Summer EBT card, call 1-800-997-3333**

- Press 1, for English.
- Press 1, for EBT.
- Press 1, to activate your card.
- When asked for the “card number,” enter the full 16-digit card number without hesitation to avoid system disconnection.
- After entering the full 16-digit card number, press option 2 to activate the Summer EBT card.
- When prompted, enter “0000”.
- Confirm by pressing 1 when asked.
- Enter the child’s birth date associated with the card (MM/DD/YYYY).
- Confirm the birth date by pressing 1 if it is correct.
- Choose a four-digit PIN. Avoid using double-digit numbers (e.g., 1122) or consecutive numbers (e.g., 1234). Select a unique combination like 3759. If you enter double digits or consecutive numbers more than once, the system will disconnect you.
- Re-enter the chosen PIN when prompted.
- The system will confirm that your card is activated and will provide the card balance.

### **To report a Summer EBT card lost, stolen or to request a replacement card, call 1-800-997-3333**

- Press 1, for English.
- Press 1, for EBT.
- Press 1, for information.
- Listen to the card number message twice without hitting anything. A new message will be played.
- Press 4, for a lost, stolen, or a replacement card
- Press 9 zeros (000-00-0000), when prompted for your social security number
- Enter your date of birth (MM/DD/YYYY)
- You will be asked for a PIN twice and do nothing. You will then be forwarded to an agent.