

## EBT CARD AND PIN RESPONSIBILITY STATEMENT

The EBT system will allow you to get your cash and Food Stamp benefits using a plastic card and a four (4) digit Personal Identification Number (PIN). I understand that:

1. I may choose an Authorized Representative who can get my Food Stamp and/or cash aid benefits if I am not able to do so.
  - I will receive a separate card for this person.
  - He or she can access my Food Stamps and/or cash benefits.
  - I can choose a different person for my Food Stamps and cash aid.
  - The benefits cannot be replaced if the Authorized Representative I choose accesses them.
  - I must tell my worker immediately if I want to change my Authorized Representative.
2. If my EBT card is lost or stolen, I will report it by calling the customer service center **immediately** at 1-877-328-9677. I can do this 24 hours a day, 7 days a week. Any benefits taken from my account before I report it to customer service will **NOT** be replaced.
3. After four (4) invalid attempts to get my benefits using the EBT card, I cannot try again until 12:00 midnight that same night. However, I can contact a county office during business hours to have the PIN unlocked.
4. I can get a new EBT card and/or PIN by calling the 24-hour customer service phone number at 1-877-328-9677. In an emergency, I can contact the county office.
5. Food Stamp benefits will continue to be issued over the first ten (10) days of each month. This is referred to as a stagger cycle. There are **NO** exceptions to the stagger cycle in the Food Stamp program.
6. Cash benefits will now be issued over the first three (3) days of each month, depending on your case number. However, a hardship will allow you to continue to get your cash aid on the first of every month. To be approved for a hardship you must:
  - Give your worker a sworn statement that you will suffer a hardship if you do not receive your cash aid on the first of the month; or,
  - Give your worker Form 50-125 that states the reason why you need an exemption from the cash EBT stagger.
7. If I cannot use the EBT system, I may request exemption from cash EBT by completing Form 50-124. If requested, I must provide verification within 60 days upon submitting Form 50-124.
8. I may be disqualified and/or risk loss of Food Stamp, General Assistance and/or CalWORKs benefits, monetary fines and/or imprisonment for fraudulent or illegal EBT transactions.

\_\_\_\_\_  
*Client's Signature*

\_\_\_\_\_  
*Date*

\_\_\_\_\_  
*Case Number*

\_\_\_\_\_  
*Eligibility Technician's Signature*

\_\_\_\_\_  
*Date*

### Distribution:

*original – case file (IC)*

*copy – customer*

