


PROTECT YOURSELF FROM

EBT 
THEFT



Lock and unlock spending on your card!

- Use the ConnectEBT app to lock and unlock your card in real time. 
- Only unlock your card when you shop and keep your card locked on the day of deposit.
- Once you make a purchase, immediately lock your card for safety and security.

What else can you do to protect your benefits?

1. Watch your transactions for any charges you don't recognize.

- Login to ConnectEBT.com or use the ConnectEBT mobile app (click [here](#) for instructions on creating a ConnectEBT Account) or use the Connect EBT Mobile app (click [here](#) for instructions).
- Call the Utah EBT help desk at 800-997-4444 (click [here](#) for instructions).
- Log in to your myCase account at jobs.utah.gov/mycase.

2. Your EBT card works like cash. Change your PIN often.

- Select a PIN that is **not** easy to guess.
 - Do not use the same number more than once such as 1111 or 1020.
 - Do not use a number that is in order forward or backward such as 1234 or 8765.
 - Do not write your PIN on the card.
- Change your PIN the night before your funds are deposited. You can change your PIN anytime on ConnectEBT.com, the ConnectEBT mobile app, or by calling the Utah EBT help desk at 800-997-4444.

3. Keep your EBT card safe and secure.

- Do not let anyone else use your EBT card; do not give out your PIN.
- Do not keep a large balance in your EBT account.
- Do not respond to emails, text messages, phone calls or social media posts that ask for your card number and PIN.
 - The Utah EBT help desk and Workforce Services will **never** ask you for your PIN.
 - The only time Workforce Services will ask for your full card number is if you have called us to get help.



Most theft happens by:

- Stealing your physical card and PIN to take money from your account.
- Using hidden devices on card readers to steal your data when you swipe your card at checkouts.
- Pretending to be government through calls, texts, emails or social media to trick you into stealing your information.

What should you do if someone steals your SNAP benefits?

- Change your PIN **immediately.**
- Report your card stolen and ask for a replacement card after changing your PIN.
 - Request a new card by logging into your ConnectEBT.com or ConnectEBT mobile app.
 - Call the Utah EBT help desk at 800-997-4444.
- Report stolen funds to Workforce Services as soon as possible by calling 866-435-7414.