

EBT Help Desk/Client IVR 800-997-4444

PIN Select/PIN Change

You will hear an introduction message then:

1. Select 1 for English (2 for Spanish)
2. Enter your 16 digit card number
 - a. If your account does not have a PIN set you will be immediately taken to the PIN select process.(#3)
 - b. If you have set a PIN previously, you will immediately hear your balance and will need to do the following:
 - Select 2 for the EBT Main Menu;
 - Select 4 -To Select a New PIN
 - Select 2-To select a New Pin (For White PEBT Cards select 1)
3. You will be asked to enter information to validate your EBT account
 - a. Enter the primary card holder mailing zip code- it will read the zip code you entered back to you:
 - If correct- Press 1
 - If incorrect- Press 2
 - b. Enter the primary card holder date of birth (mmddyyyy)- it will be read back to you:
 - If correct- Press 1
 - If incorrect- Press 2
 - c. Enter your New 4 digit PIN- followed by instructions about PINs that are not allowed:
 - Enter 4 unique numbers that are in random order
 - No number can be used more than once
 - No 2 numbers can be in order forward or backwards
 - If you hear “your selections in not valid” it means you have selected a PIN that is restricted and you will need to use 4 different numbers following the PIN restriction rules above
 - Re-enter your PIN
 - If the PIN does not match the numbers you entered first, you will hear a message “the PINs you entered do not match” and you will need to enter your PIN again and then confirm it again.
 - If you hear “The information you entered is incorrect” after entering and confirming your PIN it means that the mailing zip code or the date of birth of the primary cardholder that you entered does not match the information on the EBT account.
 - You will need to contact DWS Eligibility to report your mailing zip code or date of birth in the EBT account is incorrect 866-435-7414.

Report a Card Lost/Stolen/Damaged

You will hear an introduction message then:

1. Select 1 for English/ 2 for Spanish
2. Enter your 16 digit card number
 - a. Pause without entering anything. When you hear “We did not get your card number” press 2
3. You will hear a message about how to contact DWS. Hold the line and wait and you will be transferred to a Customer Service Representative
4. You will be asked to give the primary cardholder name, date of birth and mailing zip code.
 - a. If you are reporting a lost/stolen/damaged card, the card will be deactivated and a new card will be ordered.
 - If any of this information is incorrect or does not match what is on file with your EBT account a new card will not be mailed and the representative will not be able to assist you further. You will need to talk to DWS Eligibility :
 - Contact eligibility at (DWS phone number) or the EBT Card Representative can transfer you to DWS.
 - Tell them your EBT account information does not match and verify they have the correct:
 - Mailing Address
 - Date of Birth (They can also see what DOB is on the EBT account)
 - Primary Individual (PI) Name (They can see the name on the EBT account)
 - Let them know if you need a new card mailed and they can order one once the information has been corrected on the EBT account.
 - Cards typically take 5-15 days to arrive and are mailed in plain white envelopes with a return address from Texas.

Speak to a Live EBT Card Representative

EBT card representatives cannot update your mailing address, give information about your eligibility, issuance details other than deposit dates and amounts, or any other information specific to your DWS case. For all eligibility questions or changes that need to be reported, please contact your DWS case worker by calling 866-435-7414.

You will hear an introduction message then:

1. Select 1 for English/ 2 for Spanish
2. Enter your 16 digit card number
 - Pause without entering anything. When you hear “We did not get your card number” press 2
3. You will hear a message about how to contact DWS. Hold the line and wait and you will be transferred to a Customer Service Representative
4. You will be asked to give the primary cardholder name, date of birth and mailing zip code.
 - If any of the information does not match what is on the EBT account, you will be directed to contact DWS Eligibility Services. (DWS phone number)

Balance Inquiry/Transaction Disputes/All Other Options

EBT card representatives cannot update your mailing address, give information about your eligibility, issuance details other than deposit dates and amounts, or any other information specific to your DWS case. For all eligibility questions or changes that need to be reported, please contact your DWS case worker by calling 866-435-7414.

You will hear an introduction message then:

- Select 1 for English/ 2 for Spanish
- Enter your 16 digit card number-You will hear your balance followed by a message for how to contact DWS.
- Press 2 for the main menu

Main Menu Options

1. Balance Information
2. Last 10 Transactions or to dispute a transaction
 - 1-SNAP Transactions
 - 2-Cash Transactions
 - 3-SNAP/Cash Combined Transactions

To dispute a transaction, you must select 1,2 or 3 and listen to all the transactions or you can press “1” to skip the transactions. Then select “9” to dispute a transaction.

3. Information about when you will receive your benefits
4. Select or Change your PIN (See PIN section)
5. To report your card lost/stolen/damaged (See Report a Card section)
6. Eligibility status, address change, or deposit details-You must call DWS or you can be transferred to DWS by pressing 1 when prompted.
7. Additional options
 - 1-Benefit Amounts
 - 2-Card Usage information
 - 3-Benefit Availability information
 - 4-Request a Transaction History Print out
 - Benefit eligibility information