



PROTECT YOURSELF FROM **EBT FRAUD**

SNAP/EBT benefit theft is on the rise. Since your EBT card works like cash, it is important to protect your information.

What can you do to protect your SNAP/EBT benefits?

1. Keep an eye on your EBT card statement and look out for any charges you don't recognize.

- Create a new login or login to ConnectEBT.com or use the ConnectEBT mobile app.
- Call the Utah EBT help desk at 800-997-4444.
- Log in to your myCase account at jobs.utah.gov/mycase.

Note: Please watch for balance inquiries and invalid PIN transactions that are completed at retail locations you do not use.

2. Keep your EBT card safe and secure.

- 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.
- 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. Change your PIN often to protect your account.
 - ← Deposited on the 5th, change your PIN on the 4th
 - ← Deposited on the 11th, change your PIN on the 10th
 - ← Deposited on the 15th, change your PIN on the 14th

- **Do not** let anyone else use your EBT card; do not give out your PIN.
- **Do not** write your PIN on the card.
- **Do not** keep a large balance in your EBT account.
- Block the keypad at checkout so others cannot see your PIN.
- **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 Department of 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 through:

- **Skimming:** Capturing your card number and PIN using a hidden device on a card reader
- **Phishing:** Posing as government officials through calls, texts, emails or social media and tricking you into sharing your EBT information
- **Cloning:** Making a copy of your card to steal your EBT money



Scan here to go to
ConnectEBT.com

What should you do if someone steals your SNAP benefits?

- Change your PIN **immediately**.
- Report your card stolen and ask for a replacement card immediately after changing your PIN.
 - ← You can report the card and ask for a new card by logging into your ConnectEBT.com or ConnectEBT mobile app.
 - ← You can call the Utah EBT help desk at 800-997-4444 24/7.
- Report stolen funds to Workforce Services as soon as possible by calling 866-435-7414.