



DEPARTMENT OF HUMAN SERVICES

DIVISION OF SOCIAL SERVICES

Helping people. It's who we are and what we do.



NEVADA STATE DIVISION OF SOCIAL SERVICES (DSS) ELECTRONIC BENEFITS TRANSFER (EBT) CARD ISSUANCE AUTHORIZATION

The following prevention tips will help minimize the chances of being a victim of stolen benefits.

- Utilize only the EBT Edge website, www.ebtEDGE.com or ebtEDGE mobile application available in the Google Play or Apple App.
- Avoid simple PINs. Number combinations such as 1111, 1234 or 9876 may be easy for others to guess.
- Use your ebtEDGE mobile app to freeze and unfreeze your card when not in use.
- Block out of state transactions and unauthorized online purchases.
- Keep your PIN and card number secret. Do not share your PIN or card number with anyone.
- Cover the keypad when you enter your PIN at any POS machine.
- Beware of phishing. State agencies and EBT processors will never call or text to ask for your PIN or card number.
- Check your EBT account regularly for unauthorized charges. If you see any, immediately report your card as lost or stolen and change your PIN right away. Report suspicious activity to your local welfare office.

I have received training on the use of my Electronic Benefits Transfer (EBT) card and Personal Identification Number (PIN), and I understand:

- I am responsible for safeguarding my EBT card and PIN.
- If either my TANF cash or SNAP benefit account is accessed by me, an authorized representative, or any other person in possession of my EBT card and PIN, the transaction is considered authorized and the benefits will not be replaced.
- I must report a lost or stolen EBT card **immediately** by calling the FIS ebtEDGE Customer Service Hotline at **1-866-281-2443**. Neither my TANF cash nor SNAP benefits will be replaced for the time period between the loss/theft of my EBT card and PIN, and the time I report the loss/theft to the FIS ebtEDGE Customer Service Hotline (**1-866-281-2443**).
- There is no restriction on the number of times I may use my EBT card.
- Adjustments could be made to my TANF cash or SNAP EBT account to correct system errors.
- I understand the state will remove or expunge any benefits remaining in my EBT account past the intended period of use, and those benefits will not be restored. Expunged benefits will be applied to any outstanding agency debt.

Temporary Assistance to Needy Families (TANF) Cash Benefits	Supplemental Nutrition Assistance Program (SNAP) Food Benefits
<p>Purpose</p> <p>DSS provides cash benefits to low-income residents with a dependent child(ren). These benefits help pay for basic living expenses. TANF cash benefits must be used only for the benefit of the children in your care. We can require proof you are using your TANF benefits for the children's needs. The intended period of use for TANF cash benefits is 180 days from issuance.</p>	<p>Purpose</p> <p>DSS administers food assistance benefits under the Federal Supplemental Nutrition Assistance Program (SNAP). SNAP benefits are intended to supplement the family's monthly food resources. The intended period of use for SNAP benefits is 274 days from issuance.</p>
<p>Appropriate Use</p> <p>You may use your cash benefits for living expenses such as:</p> <ul style="list-style-type: none"> • Shelter • Fuel for heating • Cooking and water heating • Electricity for refrigeration and lights • Household supplies • Clothing 	<p>Appropriate Use</p> <p>SNAP benefits may be used by yourself or family members to buy food from an authorized retailer.</p> <p>Retailers are authorized by the United States Department of Agriculture (USDA) through the Food and Nutrition Service (FNS). You may use your benefits to buy:</p> <ul style="list-style-type: none"> • Breads and cereals • Fruits and vegetables

<ul style="list-style-type: none"> • Personal incidentals <p>You may make cash purchases using your TANF cash benefits and receive cash back with no additional fee depending on the store’s policy.</p> <p>Automated Teller Machine (ATM) Fees You may also withdraw cash from an ATM; however, there may be an 85-cent fee each time you receive cash from an ATM, and there is a possible additional charge, which could vary depending on the ATM you use. The agency does not pay or reimburse for ATM surcharge fees.</p>	<ul style="list-style-type: none"> • Cheese, milk and dairy products • Raw meats, fish, poultry and eggs • Most other packaged foods other than prepared hot foods • Seeds and plants that produce food <p>A retailer who accepts my EBT card for purchases using my SNAP benefits may not impose a minimum dollar amount for my SNAP EBT purchase, nor can a retailer charge a fee for the use of SNAP benefits.</p>
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Fraudulent/illegal EBT transactions involving my TANF cash or SNAP benefits, may result in my disqualification from the programs, the loss of benefits, monetary fines and imprisonment.

Temporary Assistance to Needy Families (TANF) Cash Benefits	Supplemental Nutrition Assistance Program (SNAP) Food Benefits
<p>Restricted Use</p> <p>Per Federal Law, TANF cash EBT benefits cannot be accessed from ATM machines or used to purchase items in the following locations: casinos, gaming establishments, liquor stores, or establishments which provide adult entertainment. Nevada further restricts the use of EBT benefits in any cannabis/marijuana dispensary or lounge.</p>	<p>Illegal Use</p> <p>It is illegal to:</p> <ul style="list-style-type: none"> • Sell or attempt to sell, your EBT card. • Use SNAP benefits for anything other than to buy food for eligible household members. • Resell any food items purchased with SNAP benefits. • Sell any items prepared with food purchased with SNAP benefits. • Use SNAP benefits to buy non-food items such as cigarettes, tobacco, beer, wine, liquor, household supplies, soap, paper products, vitamins, medicine or pet food. • Exchange your benefits, the food purchased with your EBT card, for anything of value (trafficking). Examples of illegal trafficking include exchanging food benefits for cash, drugs or weapons. Credit for the return of any items purchased with my SNAP benefits must be placed on my EBT card; it is illegal to accept cash or a “store” card for any returns purchased with SNAP benefits.

<p>Restricted Use Penalty</p> <p>If you use your EBT card or cash from your EBT card illegally or inappropriately, we may:</p> <ul style="list-style-type: none"> • Require proof you use the benefits for the children in your care. • Assign a protective payee to manage your cash benefits. • Terminate your cash benefits. • Pursue legal action, including criminal prosecution. 	<p>Penalty for Illegal Use</p> <p>If you intentionally misuse your SNAP benefits, you may be:</p> <ul style="list-style-type: none"> • Disqualified and lose your benefits: <ul style="list-style-type: none"> ▪ For at least one year ▪ Up to 10 years ▪ For a lifetime ▪ Disqualified even if you move to another state • Required to repay any trafficked benefits. • Subject to fines. • Subject to legal action, including criminal prosecution. <p>DSS will cooperate with local, state and federal authorities to prosecute trafficking of SNAP benefits.</p>
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By signing below, I agree that the appropriate and legal use of DSS TANF cash and SNAP benefits have been explained. I understand the proper use of benefits and the penalties for restricted and illegal use. SNAP benefits may only be used by a Household member or authorized representative.

Signature of Head of Household or Authorized Representative

Date

Training Verification (for office use only)

Date of Training/Review of Training Documents: _____ **Trainer's Initials:** _____

Card Issuance Authorization (for office use only)

Head of Household

Name: _____

Case Manager/EBT

Authorized Representative

Social Security # _____

Initials _____

Take this form to the Card Issuance Staff to receive your EBT card and select your PIN number.