

“Thank you for calling Massachusetts EBT customer service.”

- For English, Press 1
- For Spanish, Press 2
- For Portuguese, Press 3
- For Cantonese, Press 4
- For Vietnamese, Press 5
- For Russian, Press 6
- For Haitian Creole, Press 7
- For Khmer, Press 8

From this point the P-EBT script will be translated to the selected language.

Enter your card number

MLRI note: Option 2 is for regular EBT card holders, or P-EBT card holders who have already PINed their card.

“If you are pinning a P-EBT card provided as a replacement for school lunch, **Press 1** Otherwise, **Press 2**”

Option 2 if already pinned:
“Enter your PIN”

MLRI note: If family does not have the DTA notice, go to DTAConnect.com/PEBT

To balance inquiry

Option 1 “Please enter the last 4 digits of the case number found on the DTA notice.”

Option 2 if never pinned: “Enter the last four digits of your social security number.”

“You entered (xxxx), if this is correct, **Press 1**
If not, **Press 2**”

Option 1 “Please enter the date of birth of the child named on the card using two digits for the month, two digits for the day and four digits for the year.”

Option 1 “Enter your date of birth using two digits for the month, two digits for the day and four digits for the year.”

“You entered (DOB).
If this is correct, **Press 1**
If not, **Press 2**”

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graph TD; A[Option 1 "Enter your new 4 digit PIN"] --> B["To verify your entry, re-enter your new 4 digit PIN"]; B --> C["You have successfully selected your PIN. Your card is ready to use."]; C --> D["Main Menu"]; D --- E["To hear your account balance, Press 1"]; D --- F["To select a new PIN, Press 2"]; D --- G["To report a lost, stolen or damaged card, Press 3"]; D --- H["To hear your last ten transactions on your card, Press 4"]; D --- I["For information on when benefits will be available, Press 5"]; D --- J["For additional options, Press 6"];
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Option 1 "Enter your new 4 digit PIN"

"To verify your entry, re-enter your new 4 digit PIN"

"You have successfully selected your PIN. Your card is ready to use."

Main Menu

To hear your account balance, **Press 1**

To select a new PIN, **Press 2**

To report a lost, stolen or damaged card, **Press 3**

To hear your last ten transactions on your card, **Press 4**

For information on when benefits will be available, **Press 5**

For additional options, **Press 6**