

SNAP benefits missing from your EBT account?

Your benefits may have been stolen.

Thieves can copy card and PIN information when you use your EBT card at a store or ATM. This is called skimming. Then they can use your SNAP benefits. You will not know a thief has copied your card and PIN information until after your SNAP benefits are stolen.



How can I protect my SNAP?

To protect your SNAP, change your PIN after each time you use the card by calling 1-800-997-2555. Learn more at [Mass.gov/ProtectYourEBT](https://www.mass.gov/ProtectYourEBT)



What should you do if your SNAP benefits are stolen?

Report stolen SNAP to DTA right away by calling 1-800-Fraud-99



For legal help, contact Betsy Gwin from the Massachusetts Law Reform Institute at bgwin@mlri.org or call (857)-413-6020

