When to Call Customer Service

Customer Service
1-888-678-8914
TTY: 1-800-649-3777

Website
www.ConnectEBT.com

When You Receive Your Benefits

Food Benefits
The day of the month you get your food benefits will be included on your approval notice at case opening. Benefits are available on weekends and holidays.

Cash Benefits
Your cash benefits will be deposited into your account twice a month according to the schedule marked at case opening and every December.

Food and Cash Benefits
To correct any amount of FAP benefits issued to your account, your account may be adjusted prior to becoming available to you.

It’s the Law!

Misuse of your Food Benefits is a violation of state and federal laws.

• DO NOT Sell, trade or give away your Food Assistance benefits, PIN or Michigan Bridge card.
• DO NOT Allow a retailer to buy your food benefits in exchange for cash.
• DO NOT Use someone else’s food benefits or Bridge card for your household.
• DO NOT purchase containers with deposits, deposit, discard product and then return containers to obtain cash refund deposits or your may be disqualified from receiving Food Benefits.
• DO NOT use your Bridge card to purchase lottery tickets, alcohol, or tobacco, or for gambling, illegal activities.
• DO NOT abuse card replacement privileges. Replacing more than 4 cards in a 12 month period may prohibit you from ordering another card without a personal interview at the local office.
• People who break Food Assistance Program rules may be disqualified from the program, fined, put in prison, or all three; and must repay cash and/or food benefits.

Protective Payee
A protective payee may be appointed by the Department of Human Services to manage your cash benefits for you.

The protective payee:
• Will receive your own Bridge card.
• Will be able to access your cash benefits for you.
• When calling Customer Service, the protective payee must enter the date of birth for the person they represent and four zeros for the Social Security number.

The Michigan Department of Health and Human Services (MDHHS) does not discriminate against any individual or group because of race, religion, national origin, color, height, weight, marital status, gender identity, genetic information, sexual orientation, gender identity or expression, pregnancy, or political beliefs.

The U.S. Department of Agriculture also prohibits discrimination based on race, color, national origin, age, sex, religion, handicap, or political belief.

This institution is prohibited from discriminating on the basis of race, religion, age, national origin, color, height, weight, marital status, gender identity, genetic information, sexual orientation, gender identity or expression, pregnancy, or political beliefs.

Your Michigan Bridge card is loaded with federal and state food and cash benefits. Benefits may be available on weekends and holidays.

If You Have Questions Visit the Website or Call the Number Below for FREE!

If you need an AR, choose a person you trust. Remember, lost or stolen benefits will not be replaced. If your AR performs fraudulent activity involving your account, it may result in criminal charges against you and your benefits may be reduced or stopped. For more information, call your local Department of Human Services office.

If it’s an emergency, dial 9-1-1 or call your local police.

• You just received your first card in the mail.
• You want to know a location nearby to use your card.
• You forgot or want to change your PIN.
• Your card is lost, stolen, or does not work.
• You believe a payment was not made.
• You want to change the EBT Customer Service.
• You need an AR, or you would like to request a change to your AR information.
• You want to report fraud.

Call FREE 24 hours a day, 7 days a week if:

A computer will answer. Listen carefully and follow the instructions given as they may have changed since the last time you called. Do not call your local office for help with your card.

You just received your first card in the mail. Follow the instructions that came with your card to access a PIN.

To replace your card, if you have had 2 cards issued to you, your benefits may be reduced by $15.00 for each mail card, or by $3.72 for an over-the-counter card.

Your card is lost, stolen, or does not work.

You think someone is using your card without your approval.

You forgot or want to change your PIN.

You need to know your food or cash benefits balance and you cannot find your last store receipt.

You want to know a location nearby to use your card.

You believe a SYSTEM ERROR causes an unintended or unauthorized transaction.

A household’s account may need to be reduced to pay a retailer if the retailer was not paid, or to a system error. Households will be notified of account adjustments and have 15 days to protect the adjustment before their account is reduced. A protest of an adjustment can be made by calling the EBT Customer Service.
Every time you use your card, you must enter four secret numbers. These numbers are called your PIN. Select four numbers that you can remember but that other people cannot easily guess.

There are two ways to get a PIN:
• By calling Customer Service at (1-800-678-8914) or TTY (1-800-649-3777)
• At your local Department of Human Services office.

Entering Your PIN
When you enter your PIN in your POS machine, your PIN numbers will show up as stars on the screen, so no one can read it. You have to enter this to enter the correct PIN. After the fourth try you will not be able to use your card until after midnight the same day.

To get your PIN, call Customer Service.

How To Use An ATM
1. Insert your card into the ATM.
2. Enter your PIN (secret code).
3. Press the button for WITHDRAWAL.
4. Press the button for CHECKING.
5. Enter the dollar amount you want.
6. If the ATM screen tells you that a surcharge will be charged, you do not want to pay it. Stop the transaction by pressing the CANCEL button.
7. Press the button for CORRECT to go on if the amount is correct. Check the amount on the screen.

Keep your receipt as a record of your current balance. Once the credit is applied, it will show under your balance. The clerk will give you a copy of the form. It is important to keep this form so you can subtract what you spent from the last receipt you have. This will give you the current amount in your account.

At a Store Point-of-Sale (POS) Machine
This machine you use to card your food when you buy food or get cash cards at stores that show the Quest sign.

To Use a POS Machine To:
• Buy food with food or cash benefits.
• Withdraw from cash benefits.
• Get cash back with a purchase.

If you do not see the Quest sign, the store manager may have used your card in the store and may not have attached the card to your account. Some stores may limit the amount of cash you can get back from your cash benefits.

How to Find Out Your Balance
Keep your last receipt.

To Purchase Food
You can use POS machines to purchase food as many times as you want each month until all of your food benefits are used up.

To Purchase Non-Food Items
Tell the clerk the amount of cash you want to purchase and the type of item. The clerk will give you a receipt and your total purchase.

TIP:
To get cash back with a purchase, you must also have a PIN.

How to Check Your Card Balance

To get your PIN, call Customer Service.

How To Use Your Card

Your card is like cash. Keep it in a safe place.

DO NOT
• let anyone see your PIN.
• write your PIN on your card.
• leave your card lying around, even at home.
• do not put your card away with your other important papers.
• do not leave your card at the cash register.
• bend or fold your card.
• wash your card or get your card wet.
• leave your card unattended, even at home.

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