

When to Call Customer Service



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



Website
www.ConnectEBT.com

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 choose a PIN.**

To Replace your card. If you have had 2 cards issued to you, your benefits may be reduced by \$3.03 for a mailed card, or by \$3.72 for an over-the-counter card.

- Your card is lost, stolen, or does not work.
- You think someone else 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 invalid transaction.

A household's account may need to be reduced to pay a retailer if the retailer was not paid due to a system error. Households will be notified of account adjustments and have 15 days to protest the adjustment before their account is reduced. A protest of an adjustment can be made by calling the EBT Customer Service.

Authorized Representative

You may choose a person, called an authorized representative (AR), to use your food benefits to purchase food for your household.

If you have an AR for your food benefits:

- You will receive a Bridge card to give to your AR.
- You will need to call Customer Service to obtain a PIN for the AR card, just like you do for your own card.

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 an AR calls Customer Service, they must enter your date of birth and last four digits of your Social Security number.

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 mailed at case opening and every December.

Food and Cash Benefits

To correct an error, the amount of FAP benefits issued to your Bridge card account may be adjusted prior to becoming available to you.

Protective Payee

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

The protective payee:

- Will receive their 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 zeroes for the Social Security number.

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, dump/discard product and then return containers to obtain cash refund deposits or you 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. Cash assistance grants cannot be used for massage parlors, spas, tattoo shops, bail-bond agencies, adult entertainment, or cruise ships.**
- 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 and cash program rules may be disqualified from the program, fined, put in prison, or all three; and must repay cash and/or food benefits.

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

This institution is prohibited from discriminating on the basis of race, color, national origin, disability, age, sex and in some cases religion or political beliefs

The U.S. Department of Agriculture also prohibits discrimination based on race, color, national origin, sex, religious creed, disability, age, political beliefs or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.

Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotape, American Sign Language, etc.), should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, (AD-3027), found online at: http://www.ascr.usda.gov/complaint_filing_cust.html, and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by:

- Mail: U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410
- Fax: (202) 690-7442; or
- Email: program.intake@usda.gov.

For any other information dealing with Supplemental Nutrition Assistance Program (SNAP) issues, persons should either contact the USDA SNAP Hotline Number at (800) 221-5689, which is also in Spanish or call the State Information/Hotline Numbers (click the link for a listing of hotline numbers by State); found online at: http://www.fns.usda.gov/snap/contact_info/hotlines.htm.

To file a complaint of discrimination regarding a program receiving Federal financial assistance through the U.S. Department of Health and Human Services (HHS), write: HHS Director, Office for Civil Rights, Room 515-F, 200 Independence Avenue, S.W., Washington, D.C. 20201 or call (202) 619-0403 (voice) or (800) 537-7697 (TTY).

This institution is an equal opportunity provider.

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



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

Website
www.ConnectEBT.com

Si usted necesita esta información en español o árabe, llame a su oficina local del Department of Human Services.

هذه المعلومات بالإنجليزية أو العربية، يرجى الاتصال بـ مكتب خدماتنا المحلي في مكتب خدماتنا المحلي.

ConnectEBT

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How to Use Your Michigan Bridge Card



www.ConnectEBT.com

View your account balance and transaction history online.

Call 1-888-678-8914 (Toll-Free)

24 hours a day / 7 days a week

TTY: 501-682-8933

What is the Michigan Bridge Card?

It is a **SAFE, CONVENIENT**, and **EASY** way for you to get your food and/or cash benefits each month.



- It is just like a debit card.
- Your benefits will be put into an account set up for you.
- You must use the card to get your benefits.
- Any balance remaining at the end of the month is carried over to the next month.
- Food and cash benefits unused for a year will be returned to the state and or federal government.

How to Care For Your Card

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

- **Call Customer Service** right away if your card is lost or stolen.
- **Put your card away** as soon as you finish using it.
- **DO NOT** let others use your card. Your benefits will **not** be replaced if someone else uses them.
- **DO NOT** leave your card lying around, even at home.

DO NOT throw your card away, even if your case closes.

- You will use the same card if your case is active again in the future.
- You may be charged for card replacement.

DO NOT damage your card.

- **DO NOT** bend or fold your card.
- **DO NOT** scratch or write on the black stripe on the back of your card.
- **DO NOT** wash your card or get your card wet.
- **DO NOT** leave your card near magnets, TVs, stereos, VCRs, or microwaves.
- **DO NOT** leave your card in the sun or other hot places, like the dashboard of your car.

What is a Personal Identification Number (PIN)

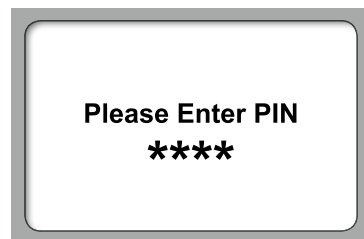
Every time you use your card, you must enter four secret numbers. These numbers are called your PIN. Select four numbers that you can remember but that other people cannot easily guess.

There are two ways to get a PIN:

- By calling Customer Service at 1 (888) 678-8914 or TTY 1 (800) 649-3777.
- At your local Department of Human Services office.

Entering Your Pin

When you enter your PIN by pressing keys on a keypad, your PIN numbers will show up as stars on the screen, so no one can read it. You have up to four tries to enter the correct PIN. After the fourth try, you will not be able to use your card until after midnight the same day.



How To Care For Your PIN

- Keep your PIN secret! Memorize it.
- **DO NOT** write your PIN on your card. If you need to write down your PIN, keep the paper in a different place than your card.
- **DO NOT** let anyone—not even the store clerk or a state employee—see your PIN when you enter it at the machine.
- **DO NOT** let anyone use your card and PIN.

Where and How to Use Your Card

Your Card Can Be Used At An Automated Teller Machine (ATM)

You may use your card to withdraw **cash** benefits at any ATM with the Quest sign. You **cannot** get cash from your food benefit account. You can make up to four withdrawals a month without having to pay a transaction fee. You will have to pay a **transaction fee** for each ATM withdrawal after the fourth one in a month.



Food purchased with SNAP must be received at the time of purchase. (Exception: You may use SNAP to purchase shares in a CSA (Community Supported Agriculture) up to 14 days in advance of receiving the share of food.) You cannot use SNAP to pay for food that was received at an earlier time.

Watch for a warning sign by the ATM that tells you that you will be charged a **surcharge** for using the ATM. You do **NOT** have to pay a surcharge if you choose to get your cash at an ATM that does not charge this fee.

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 and you do not want to pay it, cancel the transaction by pressing the **CANCEL** key.
7. Press the button for **CORRECT** to go on if the amount is right, or **CANCEL** to stop if the amount is wrong.

Remember:

- Keep the receipt so you will know how much cash you have left in your cash account.
- You can withdraw all of your cash benefits from an ATM in one day unless the ATM limits the withdrawal amount.

Safety Tips at the ATM

Have your card ready.

- Always use ATMs in well-lit areas. If you sense danger, cancel your transaction. Take your card and leave the area right away.
- Use an ATM inside a store at night or when you are alone.
- **DO NOT** count your money at the ATM.
- **DO NOT** let anyone see your PIN.

Check Cashers

You can also withdraw cash benefits at check cashers.

You may be charged a surcharge for each cash withdrawal from a check casher.

At a Store Point-of-Sale (POS) Machine

This is the machine you slide your card through when you buy food or get cash at stores that show the Quest sign.

Use a POS Machine To:

- Buy food with food or cash benefits.
- Buy non-food items with cash benefits.
- Withdraw cash from cash benefits.
- Get cash back with a purchase.

If you do not see the Quest sign, ask the store manager if you can use your card in the store to buy food or withdraw cash. Some stores may limit the amount of cash you can get back from your cash benefits.

How to Use a POS Machine:

1. Slide your own card or give your card to the clerk. The clerk enters your food/cash purchase and/or cash withdrawal amount. The clerk should not leave the area with your card.
2. Check the amount that shows in the POS window. If the amount is correct, enter your PIN and press ENTER.
3. Make sure the amount on the receipt is the same as the amount you spent. If the receipt is wrong, tell the clerk right away. Keep the receipt as a record of your current balance.

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.
- You will not have to pay a fee when you purchase food.
- There are no minimum dollar amounts per transaction.

To Purchase Non-Food Items

Tell the clerk the amount of cash to be withdrawn from your cash account. It can be the exact amount of the purchase or a greater amount if you want to get cash back. Some stores may limit the amount of cash you can get back with a purchase. **Check your receipt and keep it as a record of your balance.**

To Withdraw Cash

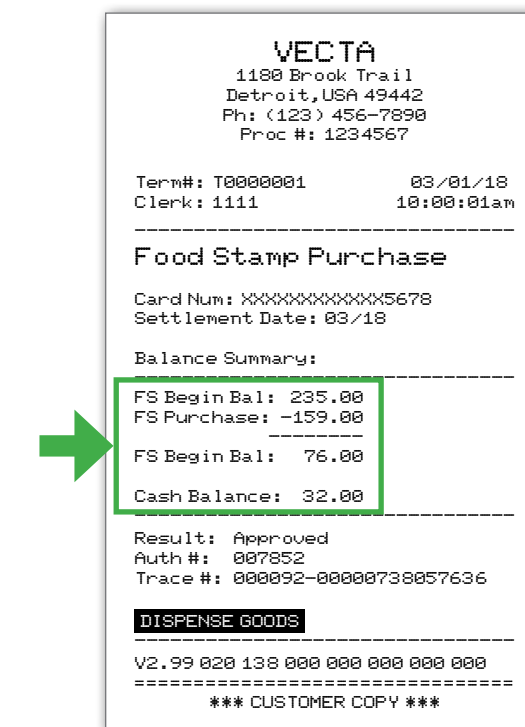
- At a store you **should not be charged** a fee when you use a POS machine to get a benefit amount update or get small amounts of cash **at the same time** as you buy something. You may be charged a fee if you get cash

without making a purchase. The store may limit the amount of cash you can get back when you make a purchase.

- The store may charge a fee called a 'surcharge.' You do **not** have to pay a fee if you choose not to get your cash at that location.
- If the food you purchased with your SNAP benefits are destroyed in a disaster beyond your control, you may be eligible for replacement benefits. Contact your Caseworker within 10 days of the disaster to make this request.

How to Find Out Your Balance

Keep your last receipt.



The numbers under **Balance (BAL) Summary** are the food benefit and cash benefit amounts. In the example above, **\$159.00** was used to purchase food from the food benefit account. The **FOOD** benefit end balance is **\$76.00**. The **CASH** balance is **\$32.00**.

The sales receipt will state the merchant's name, location, and transaction type, date and time, transaction amount, and the households remaining SNAP or Cash balance. Households may request and receive a 6 months transaction history.

POS Machine Not Available or Not Working

In some cases when a POS machine is not working, you may not be able to purchase food with your benefits, or the amount may be limited. If there is not a POS machine in the store (such as a Farmer's Market), you may still be able to use your food benefits. Look for signs that the Bridge card is accepted and consult the store or market's staff for assistance. The cashier will fill out a paper form called a voucher. Once the clerk fills in the form, you will be asked to sign and date it. Check the amount. It should be the same amount as the food you purchased.

DO NOT tell the clerk your PIN, or write it on the voucher.

The clerk will call Customer Service to see if you have enough benefits in your account to buy the food. If so, the total food amount will be subtracted from your food benefits. 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.

