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 any errors, you can contact the official from your bridge card account by calling the EBT Customer Service.

Protective Payee
If you are not satisfied with the action a protective payee takes, you may request a review of the protective payee's decision by calling the Department of Human Services to manage your cash benefits for you.

Replacing more than 4 cards in a 12 month period may prohibit you from ordering another card for personal interview at the local office.

People who break Food Assistance Program and cash rules may be disqualified from the program, fined, put in prison, or all three; and must repay cash and food for your household.

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 belief or disability.

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If you need an AR, you will receive a Bridge card to give to your AR. If you need a PIN, you will receive a PIN card in the mail. If you have lost, stolen, or do not have a PIN card, you may request a new PIN card by calling the EBT Customer Service.
What is the Michigan Bridge Card?

It’s called the Bridge Card. It is the same as a debit card, but
DO NOT damage your card.

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

• Put your card away as soon as you finish using it.
• DO NOT let anyone use your card.
• DO NOT bend or fold your card.
• Do NOT scratch or write on the black stripe on the back of your card.
• You may be charged a fee if you get cash back with a purchase of a non-food item. You may be charged a fee if you choose not to get your cash back.

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.
• DO NOT leave your card lying around, even at home.
• DO NOT leave your card near magnets, TVs, stereos, VCRs,

How to Use Your Card

Your card can be used at any ATM to get cash from your food or cash 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 withdrawal after the fourth one in a month.

Where and How to Use Your Card

You may use your card to withdraw cash benefits at any ATM with the Quest sign. You cannot get cash from your food 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 withdrawal after the fourth one in a month.

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

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

Use a POS Machine To:

• Buy food and cash benefits.
• Buy food with food benefits.
• Buy non-food items with cash benefits.
• Withdraw cash from a cash account.
• Get cash back with a purchase.

Safety Tips at the ATM

Tell the clerk the amount you wish to withdraw. The clerk will call Customer Service to see if you have enough funds in your account. The clerk may limit the amount you can get. You may be charged a fee if you choose not to get your cash back.

How to Find Out Your Balance

Keep your last receipt.

The numbers under Balance (BAL) Summary are the food and cash account balances. The total balance is $76.00. The CASH balance is $32.00. The sales receipt will state the merchant’s name, location, and transaction type date, time, and transaction amount, and the household’s remaining SNAP or Cash balance. Households may request and receive a 6-months transaction history.