

## **Lock & Unlock Card via EBT Customer Service (1-800-997-8888)**

1. Dial 1-800-997-8888.
2. Press 1 to activate the card or retrieve account balance and other information.
3. Select language: For English, press 1. Para Espanol, oprima dos.
4. Multi-Authentication Feature: Enter the randomly generated 3- or 4- digit code that is announced by the IVR to proceed.
5. Enter the EBT card number.
6. Enter the 3-digit Security Code found on the back of the card.  
(Not applicable for magnetic-stripe, non-chipped cards).
7. Enter the expiration date.  
(Not applicable for magnetic-stripe, non-chipped cards).
8. Enter the PIN. After the PIN is entered, the IVR will announce the account balance.
9. Listen for program information. ***The caller should not press any buttons at the conclusion of the program information unless they would like to be transferred to the State Office with benefit eligibility questions. Otherwise, the caller should listen to the program information without pressing any buttons to proceed with locking or unlocking their card.***
10. Press 2 for the Card Services Main Menu.
11. Press 7 to lock or unlock the card.
12. Follow the prompts to lock or unlock the card.  
If the card is currently locked, the IVR will prompt the caller to unlock the card.  
If the card is currently unlocked, the IVR will prompt the caller to lock the card.