



Protecting Your DHS Benefits

The Electronic Benefits Transfer (EBT) Card provides a safe, convenient, and easy way to access cash and SNAP benefits from the RI Department of Human Services (DHS). While DHS and USDA’s Food and Nutrition Service have safety measures in place to prevent fraud, you can help protect your benefits further by using your EBT card with caution and recognizing potential threats.

Safeguard Your PIN

Customers should not share their PIN with anyone. If you believe your PIN has been compromised, please notify DHS immediately and call the EBT customer service line at 1-888-979-9939 to change your PIN.

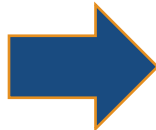


Never Share Your PIN via Text or Email

DHS will never ask for your PIN via email, text, or phone call. Your EBT card functions in many ways like a debit card so it is important to be mindful of potential phishing attempts.

Watch Out for Tampered ATMs

Cybersecurity threats can appear anywhere including ATM machines – where bad actors may use ‘skimming’ to store confidential information with an overlay device. Keep an eye out for overlay devices that hide parts of the machine. Overlay devices can also be attached to credit card machines, card readers or keypads.



How Can I Protect My Benefits?

Taking a proactive approach to protecting your benefits is important. In most cases, benefits stolen cannot be replaced. Use the strategies outlined in this document to help protect your cash and food assistance benefits.

- Change Your PIN After Each ATM Use
- Update Your PIN Before Each Issuance
- Never Share Your PIN
- Recognize Phishing and/or Skimming Attempts
- Call 1-888-979-9939 to Report Lost, Stolen, or Damaged Cards

Have More Questions?

Visit our website: www.dhs.ri.gov

Call: 1-855-MY-RIDHS (1-855-697-4347) Monday – Friday, except holidays, from 8:30AM-3:00PM

Electronic Benefit Transfer (EBT) Customer Service: 1-888-979-9939