



Freeze Card



Frequently Asked Questions and How To Guide

Feature Overview

Benefits for SNAP and RI Works recipients are issued on Electronic Benefits Transfer (EBT) cards. FIS is the State's business partner that helps manage these payments and the cards for the Rhode Island Department of Human Services (DHS).

Starting on **September 19, 2021**, a new option from FIS allows the cardholder to manage the usage of the benefits on their card when it is misplaced. The **Freeze Card feature** will allow cardholders to easily and within seconds disable their card from being used for financial transactions. The freeze, which can be done from FIS' [ebtEDGE Cardholder Portal](#) or its Mobile App, doesn't allow any transactions to go through until the cardholder unfreezes the card and makes it active again.

When should a cardholder freeze their card?

A cardholder can freeze their card when it is misplaced, and the cardholder would like the opportunity to look for the missing card before requesting a card replacement.

How can a cardholder freeze their card?

The cardholder can freeze the card in seconds by logging into the Mobile Application or through the Cardholder Portal (link above in overview).

How can a Cardholder unfreeze their card?

The cardholder can unfreeze their card through the Mobile Application and Cardholder Portal (link above in overview).

What happens when the cardholder "freezes" the card?

Freezing the card by the cardholder tells FIS that the cardholder does not want us to authorize certain transactions from occurring. FIS will decline any attempted transactions on a POS terminal and ATM until the card is unfrozen. The cardholder can then search for the card if it is lost or stolen without having to worry about losing benefits before replacing the card.

The following transactions will NOT occur when a card is frozen:

- Food Purchase
- Cash Purchase
- Cash Withdrawal
- Child Care Transfers
- PIN select/change
- Balance Inquires

The following transactions will occur when a card is frozen:

- Adjustments and Adjustment Holds
- Internet Transaction Returns
- Repayments

- Benefit Cancellations
- Benefit Authorizations and Benefit Availability

What happens when the cardholder “unfreezes” the card?

Unfreezing the card will update the card status to active and the cardholder can use the card as normal.

What if the cardholder needs to replace the card as lost, stolen or damaged?

The cardholder will be able to status the card as lost, stolen or damaged in the same manner as they do today at any time, if the card is frozen or not.

What is the difference between suspend and freeze of the card?

Card suspension is a state-controlled function. Card freeze allows the cardholder the seamless action of disabling and enabling the card without state intervention.

Will there be additional support for the cardholder who can freeze and unfreeze the card?

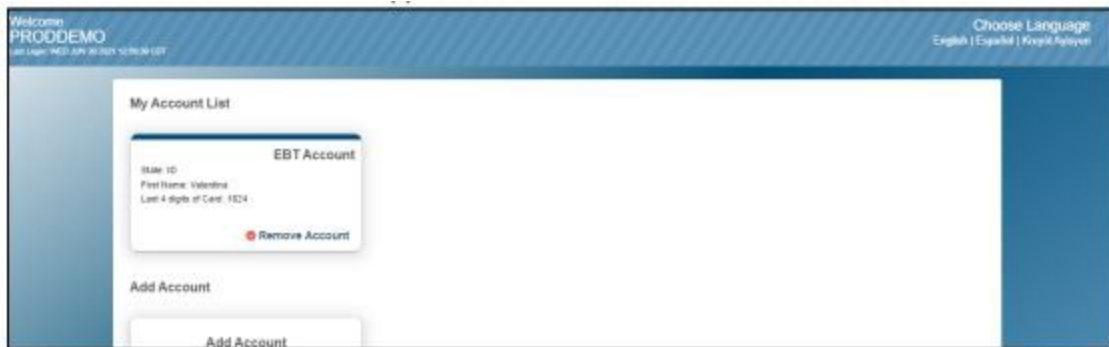
RI EBT Card Customer Service staff at **1-888-979-9939** will be able to support the cardholder with troubleshooting for card freezing, including unfreezing the card manually.

How does the impact excessive card replacement?

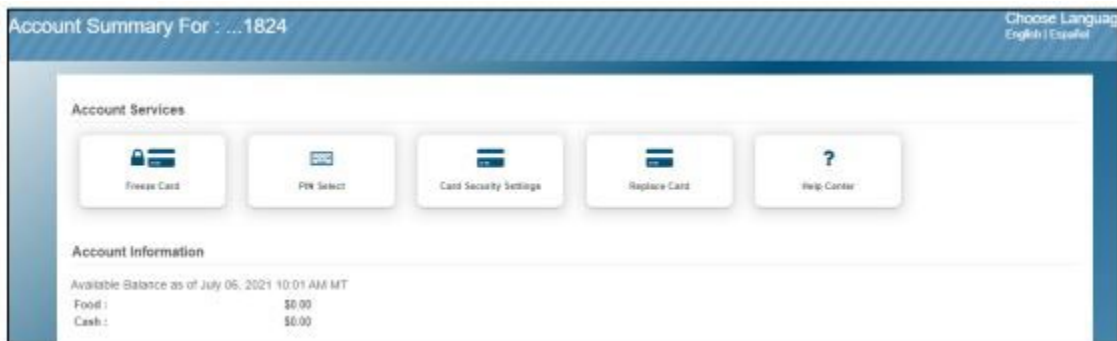
The frozen card status will not be counted against the cardholder for replacement until the card status is changed to lost, stolen or damaged.

How to Freeze Card

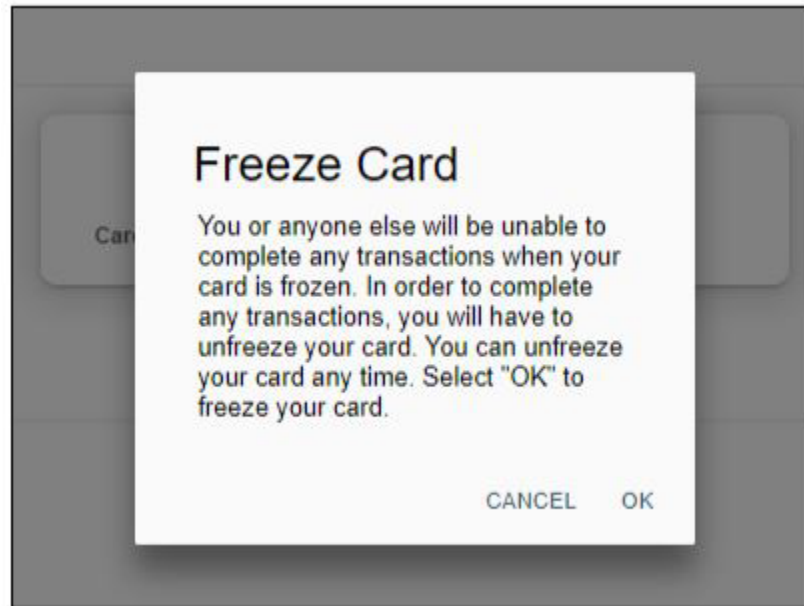
1. Log into [Cardholder Portal](#) or Mobile Application



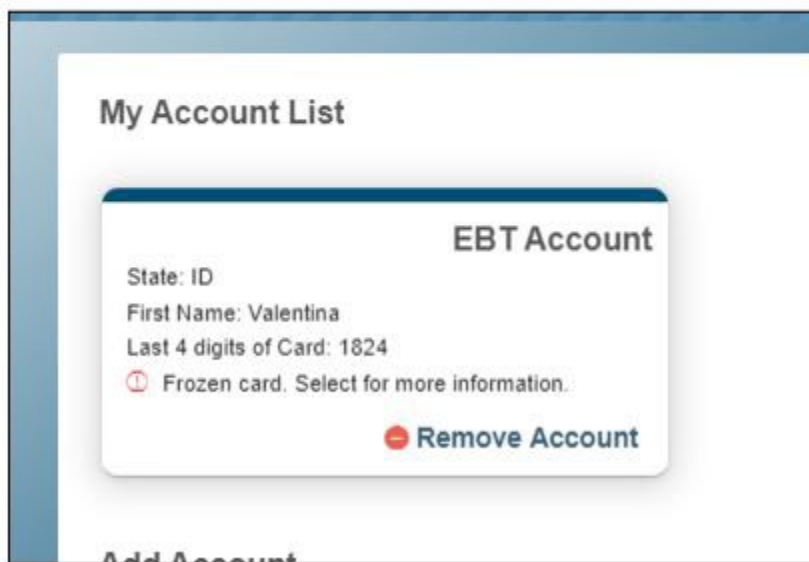
2. Select an account to view Account Summary
3. Select “Freeze Card” from Account Services



4. Select "OK" on the Freeze Card Confirmation message
Note: If there is a security code present on the case, the user will have to confirm the code before proceeding.

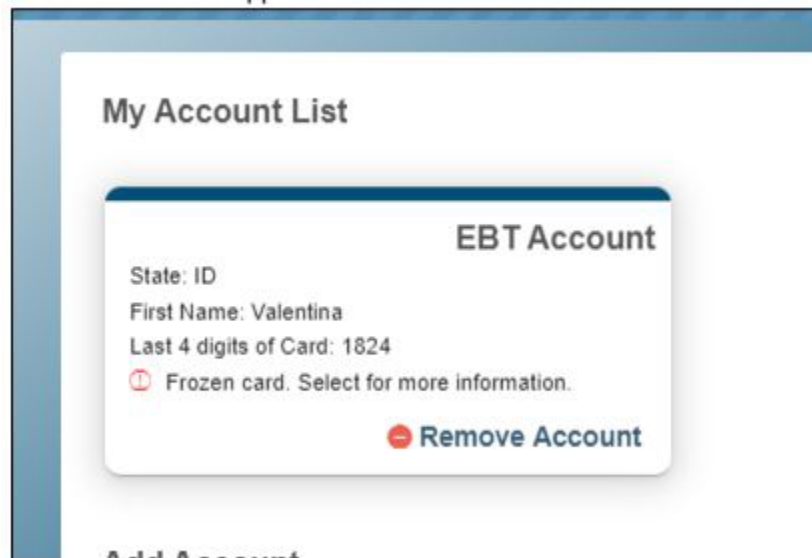


5. User will see immediate confirmation that card is frozen.

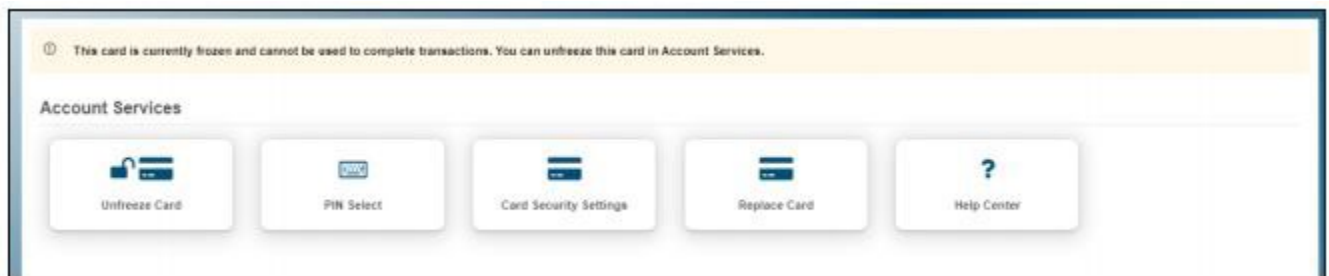


How to Un-Freeze Card

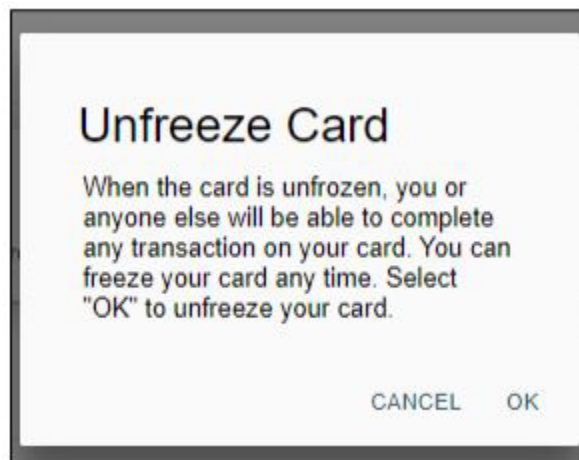
1. Log into [Cardholder Portal](#) or Mobile Application



2. Select an account to view Account Summary
3. Select "Unfreeze Card" from Account Services



4. Select "OK" on the Unfreeze Card Confirmation message
Note: If there is a security code present on the case, the user will have to confirm the code before proceeding.



5. User will see immediate confirmation that card is frozen.

Account Services



Account Information