

Louisiana Department of Children and Family Services

**DISASTER SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM
DSNAP BENEFIT INFORMATION**

LOUISIANA PURCHASE CARD (EBT)

If you qualify for Disaster Supplemental Nutrition Assistance Program (DSNAP) benefits, you can use your Louisiana Purchase Card (EBT) to buy food at participating retailers nationwide.

IMPORTANT!

Do not throw away your EBT card, as it is the only means of accessing your benefits. It is possible that additional DSNAP benefits could be deposited to your account for additional months.

If you lose or damage your EBT card, or if you need to cancel your EBT card, call EBT Customer Service at **1-888-997-1117**, 24 hours a day, 7 days a week.

PERSONAL IDENTIFICATION NUMBERS (PINS)

You must activate your card and select your Personal Identification Number (PIN) using one of the following options:

- LifeInCheck EBT Mobile App, or
- www.LifeInCheckEBT.com, or
- Customer Service Number at 1-888-997-1117.

PINs may be changed at any time after DSNAP benefits are available on your account by using one of the three options above. Do not write your PIN on your EBT card and never tell your PIN to anyone, except a person you trust to use your benefits on your behalf.

DSNAP BENEFIT AVAILABILITY

If you are eligible for DSNAP benefits, they will be placed into your account and available for you to use within three calendar days of the date you applied for assistance. Prior to shopping, call EBT Customer Service at **1-888-997-1117** to make sure your DSNAP benefits are available and to check your balance.

HOW TO USE YOUR LOUISIANA PURCHASE CARD (EBT) AT RETAIL LOCATIONS

1. Know your balance before you go shopping.
2. Swipe your Louisiana Purchase Card (EBT) through the Point-of-Sale terminal.
3. Tell the clerk which account to charge. (Supplemental Nutrition Assistance) or press the EBT button.
4. Enter your four-digit PIN on the keypad and press the OK key.
5. The amount of the purchase will be deducted from your account.
6. Ask for a receipt and check to make sure purchase amount is correct. Keep it for your records and to check the balance remaining in your account.

EBT CUSTOMER SERVICE:

1-888-997-1117

FOR THE HEARING IMPAIRED:

**1-800-846-5277 (TDD)
1-800-947-5277 (VOICE)**

NOTE: DSNAP benefits will expire after 274 days of inactivity.

Any benefits remaining after 274 days of account inactivity will be lost and cannot be reinstated.

You may also view your EBT Account Information at www.LifeInCheckEBT.com